

## Key Operator Responsibilities

A key operator is an assigned person in a building to provide an interface between employees of the school and the copy center. When a problem is noted by the employees, they will be responsible for contacting the key operator. The key operator will then make the decision on how to follow up.

They will be responsible for;

1. Minor repairs of machines such as unjamming paper, cleaning the scanning glass
2. Checking level of supplies informing copy center when they are low

3. Interacting with customer to educate them on how to use the machines.

contacting copy center when repairs are needed When they call for service, they are responsible for

- I. assessing the situation to see if a service call is needed.
- II. placing the service call by contacting the copy center making sure to provide
  - a. Which machine is in need of service using machine identification number (Xerox to provide)
  - b. What is wrong with the machine
- III. Interfacing with the service technician when he calls and/or arrives
- IV. Informing the copy center when the call is complete