

# Bull Market

## Responsibilities

Bull Market Staff are responsible for planning and implementing the weekly, open-air Bull Market at USF. Each staff member must provide excellent customer service to all vendors, departments, non-profit organizations, and student organizations that participate in the Market. The main goals for the Bull Market staff are to ensure that the Market runs smoothly; is successful for the USF community; and participants and guests adhere to all USF and Marshall Student Center policies, procedures, and guidelines. The duties and responsibilities of the Bull Market Staff include, but are not limited to, the following:

- Provide excellent customer service to all participants and guests of the Bull Market.
- Check and respond to all e-mails and phone messages during office hours.
- Work with the Marketing team to ensure Bull Market social media remains current.
- Create new ideas for the Bull Market to keep it relevant and successful. Examples include creating themed Markets, organizing performances/shows, and collaborating with other USF entities.
- Maintain communication with vendors, student organizations, non-profits, and USF departments wishing to participate in the Market, ensuring that all questions are answered satisfactorily; the registration process is smooth; and any issues are resolved quickly.
- Process Bull Market registration orders through the TouchNet System.
- Update Bull Market information online through the Bull Market shop, which is the outward facing platform for TouchNet.
- Open and close Bull Market registration on appropriate days.
- Be available to work the entire Bull Market Wednesday, outside of class times.
- Update the Bull Market handbook, as well as guidelines and procedures for vendors, student organizations, non-profits, and USF departments as needed.
- Enforce all USF and Marshall Student Center policies, procedures, and guidelines.
- Ensure the Bull Market Office is clean and well kept.
- Complete all tasks and duties assigned by the Graduate Assistant for Bull Market, Event Managers, or any other member of the Marshall Student Center staff/administration.

## Knowledge

Each Bull Market staff member is responsible for becoming familiar with all policies, guidelines, and procedures pertaining to vendors, student organizations, non-profit organizations, and USF departments wishing to participate in Bull Market. They must also come to understand and be proficient with working within TouchNet, which includes updating information, processing, cancelling, searching, and fulfilling registration orders. Bull Market staff should also be familiar with Google excel sheets and minimal excel formulas. Excellent customer service skills, the ability to work autonomously, and the ability to remain calm during challenging situations are essential.

## MARSHALL STUDENT CENTER

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