

# The University of Texas at San Antonio

## *Job Description*

---

Job Title: Security Services Customer Support Supervisor

Code: 15362

Salary Grade: 58

FLSA Status: Non-Exempt

Department/Division: University Police Department

Reports To: Director, Security Systems

---

## *Summary*

- Function: Responsible for the coordination and oversight of the customer support staff and development and communication of procedures designed to optimize service to the UTSA Community.
- Scope: Provides supervision of security services customer support tasks, administrative staff, and ensures compliance with best security practices and University policies.

## *Duties*

- Typical:
  1. Serves as central point of coordination for reported access and key issues. May perform initial troubleshooting and assessment; forwards issues as needed to Technicians or Manager as appropriate.
  2. Follows up with University customers to ensure access issues have been appropriately handled. Works with other Security Services sections to ensure timely resolution of customer concerns, complaints, and suggestions for improvement.
  3. Oversees front desk customer service counter, department calls, oversees customer and contractor sign in, key and card issuances, office schedules.
  4. Maintains customer/security records by obtaining, recording, conducting and updating key records, security system records, inspections, audits, inventories, purchases, construction projects, special projects.
  5. Actively participates in new project design reviews and construction for customer support, quality assurance, access control/ security planning and project/record keeping. Serves as coordination point for departmental moves, including distributing and tracking issuance of new keys.
  6. Assists in the development and review of departmental policies and procedures.
  7. In support of the department, processes paper and electronic documents for Purchasing, Human Resources, and other administrative functions.
  8. Other duties as assigned.

- Periodic:
  1. Performs duties of the front desk when needed

***Education***

<b>Required</b>	<b>Preferred</b>
Two years of college coursework from an accredited institution.	Bachelor's degree from an accredited institution.

***Other Requirements***

<b>Required</b>	<b>Preferred</b>
Criminal Background Check (CBC).	
FBI background check	

***Experience***

<b>Required</b>	<b>Preferred</b>
Four years of professional work experience in an administrative or customer service position.	One year of formal supervisory experience.

***Equipment***

<b>Required</b>	<b>Possible</b>
Standard office equipment	

***Working Conditions***

<b>Usual</b>	<b>Special</b>
Usual office conditions	

***Supervision***

<b>Received</b>	<b>Given</b>
General supervision from the Director, Security Systems	

***Accuracy***

Proficiency in all phases of duties performed.
--

***Security Sensitive***

Specific job requirements or physical location of some positions allocated to this classification may render the position security sensitive, and thereby subject to the provisions of section 51.215 Texas Education Code.
---

***Internal Control***

Within the scope of position duties, responsible for seeing that operations are effective and efficient, assets are safeguarded, reliable financial data is maintained, and applicable laws, regulations, policies, and procedures are complied with.