

# The University of Texas at San Antonio

## *Job Description*

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Job Title: Visitor Services Manager  
Code: 6705  
Salary Grade: 58  
FLSA Status: Exempt  
Department/Division: Marketing & Community Relations/Institute of Texan Cultures  
Reports To: Director of Marketing & Community Relations

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## *Summary*

- Function: To provide management and oversight of the efficient operation of the visitor experience at the Institute of Texan Cultures.
- Scope: Responsible for all aspects of customer service in relation to the visitor experience.

## *Duties*

- Typical:
  1. Oversees admissions and visitor services functions.
  2. Manages and supervises the daily retail operations of the Museum Store.
  3. Performs day-to-day ticket and retail sales functions.
  4. Maintains records of visitation and visitor related revenue. Prepares reports for various levels of administration.
  5. Actively promotes and sells museum programs, including memberships and special events.
  6. Inventories, selects and orders merchandise. Meets with vendors to develop promotion and advertising strategies to enhance sales.
  7. In coordination with the Director, develops and monitors budgets for the visitor services area. Reconciles and provides reports for fiscal accounts.
  8. Interacts with visitors and responds to any issues that arise.
  9. Supervises and coordinates the work of visitor services staff and volunteers. Recruits, hires, trains, evaluates, counsels and develops staff.
  10. Manages cash in accordance with University cash handling policies and procedures.
  11. Performs other duties as assigned.
- Periodic:
  1. Provides assistance with year end closing and annual audit.
  2. Works on special projects, as assigned.

***Education***

<b>Required</b>	<b>Preferred</b>
Bachelor's degree from an accredited institution.	Bachelor's degree from an accredited institution in Business Administration, Public Administration, or a related field.

***Other Requirements***

<b>Required</b>	<b>Preferred</b>
Demonstrated interpersonal communications skills.	N/A
Valid Texas Driver's License and the ability to receive an approval rating from UTSA Police.	
Criminal Background Check (CBC).	

***Experience***

<b>Required</b>	<b>Preferred</b>
Four years of experience in retail customer service including a minimum of two years of retail management and supervisory experience and two years of experience in admissions and/or ticket sales.	Experience accommodating large groups of children and adults.
	Experience in a Museum or similar environment.

***Equipment***

<b>Required</b>	<b>Preferred</b>
Personal computer and standard office equipment.	Working knowledge of Vista and Retail Pro software.

***Working Conditions***

<b>Usual</b>	<b>Special</b>
Normal museum conditions.	Evening and weekend hours.

***Supervision***

<b>Received</b>	<b>Given</b>
Overall review for efficiency and effectiveness.	Direct supervision of assigned staff.

***Accuracy***

Proficiency in all phases of the duties performed.
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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.