

The University of Texas at San Antonio

Job Description

Job Title: Visitor Services Supervisor
Code: 16707
Salary Grade: 55
FLSA Status: Non-Exempt
Department/Division: Institute of Texan Cultures/Community Services
Reports To: Visitor Services Manager

Summary

- Function: To provide skills in the oversight and operation of visitor services for the Museum.
- Scope: Responsible for the receipt, disbursement and accountability of university funds, supervision of retail operations, and for answering questions concerning institutional policies and procedures.

Duties

- Typical:
 1. Monitors and evaluates quality of service provided to customers; identifies and addresses areas in need of improvement.
 2. Provides training, guidance and coaching to Cashiers and volunteers.
 3. Prepares cashier window and retail cash drawers for opening by securing cash and checks from vault and setting up bills for collection.
 4. Receives cash and checks. Prepares receipts for payments. Applies payments to proper accounts. Delivers checks and makes cash disbursements.
 5. Straps currency. Rolls coins. Endorses checks. Prepares deposit slips.
 6. Maintains records for various accounts. Performs reconciliations.
 7. Prepares and mails notices of payments due and monthly billing statements. Prepares and routes accounting documents.
 8. Researches and assists customers and students with inquiries, problems and directions.
 9. Actively promotes and sells museum programs, including memberships and special events.
 10. Prices and displays merchandise. Monitors inventory levels and provides feedback and updates to the Visitor Services Manager.
 11. Performs other duties as assigned.
- Periodic:
 1. Assists with special projects and reports.

Education

| Required | Preferred |
|--------------------------------|---|
| High school graduation or GED. | One year of college coursework in accounting or basic administration. |

Other Requirements

| Required | Preferred |
|----------------------------------|------------------|
| Criminal Background Check (CBC). | N/A |

Experience

| Required | Preferred |
|---|--|
| Four years of experience in retail customer service or as a cashier in a large volume operation, including a minimum of one year of supervisory experience. | Similar experience in higher education. Reporting experience. |

Equipment

| Required | Possible |
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| Cash register, adding machine, personal computer and standard office equipment. | Working knowledge of Vista and Retail Pro software. |

Working Conditions

| Usual | Special |
|--------------------------|---|
| Usual office conditions. | May require travel to make deposits, etc. |

Supervision

| Received | Given |
|---|---|
| Determines own work sequences within the limits of established policies, practices or procedures. | Direct supervision of assigned personnel. |

Accuracy

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| Extreme accuracy in counting money and maintaining records. |
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Security Sensitive

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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. |
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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.