

The University of Texas at San Antonio

Job Description

Job Title: Visitor Experience Coordinator
Code: 16704
Salary Grade: 56
FLSA Status: Exempt
Department/Division: Institute of Texan Cultures
Reports To: Visitor Services Manager

Summary

- Function: To coordinate admissions, retail, and Visitor Services functions for the Institute.
- Scope: Responsible for the day to day admissions, retail, and Visitor Services functions.

Duties

- Typical:
 1. Oversees the scheduling and delivery of interpretative tours and programs to enrich and daily visitor's experience. Works closely with the scheduler and volunteer coordinator in the accomplishment of this goal.
 2. Coordinates group visits, in association with the scheduler and the interpretive manager, assuring the visitor's need for specific programs are being met.
 3. Facilitates group arrivals and departures from the museum.
 4. Supervises staff (includes, work-study, interns, volunteers, etc.) for Exhibits Floors operations and logistics.
 5. Works closely with UTSA Security, Police and Safety to assure a safe and secure experience for visitors and staff.
 6. Act as liaison with Exhibits and Collections and Facilities departments to assure all elements of exhibits and programs on the Exhibits Floor are show-ready.
 7. Works closely with the Interpretive Manager to develop interpretive tours and programs, which includes conducting research.
 8. Trains interpretive tour guides and docents, and delivers interpretive tours and programs when the need arises.
 9. Evaluates deliver of interpretive tours and programs on a routine basis
 10. Act as a representative of the department during programs
 11. Performs other duties as assigned.

- Periodic:
1. N/A

Education

Required	Preferred
Bachelor Degree in History, Anthropology, Museum Studies of Education with coursework in directly related fields.	N/A

Other Requirements

Required	Preferred
Criminal Background Check.	N/A

Experience

Required	Preferred
One year museum experience as a tour guide, interpreter, researcher or a representative in visitor services or One year of professional experience coordinating schedules and/or coordinating the work of others.	Experience working with volunteers
Proficient knowledge of the equipment facilities operation, and techniques use in a museum.	
Ability to effectively lead a diverse group of staff and volunteers in a customer service environment	
Excellent verbal and written communication skills to include ability to conduct group presentations.	
Strong commitment to excellent customer service.	
Strong organizational skills with proven ability to make effective decisions in a high multi-tasking environment.	

Equipment

Required	Possible
Personal computer and standard office equipment.	Working knowledge of Vista and Retail Pro software.

Working Conditions

Usual	Special
--------------	----------------

Normal museum conditions.	Evening and weekend hours.
---------------------------	----------------------------

Supervision

Received	Given
Determines own work sequences within the limits of established policies, practices or procedures.	Supervision of assigned personnel.

Accuracy

Proficiency in all phases of the 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.
