

The University of Texas at San Antonio

Job Description

Job Title: Exhibit Floor Supervisor
Code: 16710
Salary Grade: 56
FLSA Status: Non-Exempt
Department/Division: Institute of Texan Cultures/Community Services
Reports To: Director of Visitor Services

Summary

- Function: To coordinate the accommodation of visitors to the Institute of Texan Cultures.
- Scope: Responsible for assisting in the professional and efficient operation of all Visitor Services operations.

Duties

- Typical:
 1. Works closely with UTSA Security, Police and Safety to assure a safe and secure experience for visitors and staff.
 2. Works closely with Education and Interpretation, Exhibits and Collections and Facilities departments to assure all elements of exhibits and programs on the exhibit floor are show-ready.
 3. Works closely with Admissions and Museum Store Coordinators to provide a seamless experience for museum visitors and maintain appropriate financial controls for the operation.
 4. Provides safe, courteous and efficient service..
 5. Maintains Visitor Services policies.
 6. Communicates effectively with visitors of all age groups, personalities and size.
 7. Facilitates group arrivals and departures from the museum.
 8. Promotes the benefits of membership, upcoming museum exhibits, programs and special events.
- Periodic:
 1. Provides cash handling and sales support for Museum Store and Admissions as necessary.

Education

Required	Preferred
High school diploma or GED.	Bachelor's degree from an accredited institution.

Other Requirements

Required	Preferred
Excellent interpersonal communications skills.	N/A
Customer Service Experience.	
Criminal Background Check. (CBC)	

Experience

Required	Preferred
One year of experience troubleshooting and responding to front-line customer complaints and related issues.	Experience in a museum environment.
One year of experience working the general public in a customer service position.	

Equipment

Required	Preferred
Excellent computer skills and the ability to use standard office machines.	N/A

Working Conditions

Usual	Special
Normal museum floor environment.	Some travel.
Work schedule may vary and include evenings and weekends.	

Supervision

Received	Given
Specific instructions and general review from immediate supervisor.	Direct supervision of staff and volunteers as assigned.

Accuracy

Accurate in all phases of the work.

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.