Supervisor, ID Services

Job Code 00007233

General Description
Responsible for supervising the office staff and students to ensure customer satisfaction, timely and accurate payment processing, record keeping, and accurate daily usage of equipment.

Examples of Duties
Balance daily receipting meal plan usage.
Maintain files and log books of deposits and credit card usage.
Record transactions and reconcile account balances.
Resolve discrepancies with other offices.
Monitor video imaging system to ensure correct records and transactions.
Develop, correct and update job procedures.
Prepare payment vouchers for temporary workers.
Coordinate registration activities.
Supervise and evaluate staff.
Coordinate machine repairs or replacement with technicians.
Identify programming problems.
Coordinate youth groups to schedule photographing.
Coordinate with Auxiliary Services the processing of ID’s.
Produce, distribute, audit temporary ID cards used for hall access and meals by Texas State students, summer conference and workshop participants.

Knowledge, Skills, and Abilities
Knowledge of:
- basic mechanical concepts: engineering principles and disciplines; electrical systems and equipment repair techniques; University policies and procedure manuals; and computer programs.

Skill in:
- working as a team member; communicating effectively; providing customer service.

Ability to:
- understand complex written job instructions; prepare reports and memos; perform basic math; explain procedures and policies; track supplies; prepare documentation; record expenditures and determine yearly cost and usage.

Experience and Education
To qualify for this classification, an individual must possess any combination of experience and education that would likely produce the required knowledge, skills, and abilities.

Other Requirements