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.
Produce refunds.
Approve invoices for payment.
Monitor video imaging system and Diebold systems 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 participates.
Produce purchase orders and travel vouchers.
Develop and maintain a tracking system.
Track supplies for office and video imaging system.
Record expenditures and determine yearly cost and usage.
Prepare annual computer and consumable inventory.
Update inventory of equipment.
Purge of old records.
Perform other duties as assigned.

Knowledge, Skills, and Abilities
Skill in: Working as a team member; oral communication skills; providing customer service.

Ability to: Understand complex written job instructions; interpret and understand policies and procedure manuals, reports, and computer programs; complete time sheets, purchase and travel, requisitions; prepare reports and memos; perform basic math; explain procedures and policies; explain problems and suggest improvements; explain in detail problems with equipment.
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