

## Class Title: Visitor Services Coordinator

**BRIEF DESCRIPTION OF THE CLASSIFICATION:**

Supervises financial functions and manages visitor services by overseeing cashiers, answering telephone inquiries, maintaining accounts, entering payroll, processing bills and invoices, and performing audits.

**ESSENTIAL FUNCTIONS:**

*This information is intended to be descriptive of the key responsibilities of the classification. The following examples do not identify all duties performed by any single incumbent. Specific requirements of individual positions are described in the Job Description.*

Physical Strength Code		ESSENTIAL FUNCTIONS
1	L	Manages visitor services by supervising cashiers, preparing deposits, tracking and reporting overages and shortages, ensuring that policies and procedures for cash handling are followed, conducting meetings and training cashiers, composing memorandums, maintaining records, recording and reporting visitor injuries, and dispersing monies received from ticket booths to the proper location.
2	S	Performs financial duties by researching records, preparing spreadsheets, processing fiscal documents and invoices, monitoring accounts, processing payroll, dispersing and replenishing petty cash, processing checks, performing voids and refunds, and performing staff audits.
3	S	Performs support duties by answering telephone inquiries, maintaining personnel records, coordinating disability management meetings, and tracking employee injuries and Workman's Compensation.

**CSC Adopted: October 2001 CSC Revised: \_\_\_\_\_**

**CLASS REQUIREMENTS:**

<b>CLASS REQUIREMENTS</b>	
Formal Education / Knowledge	Work requires knowledge of a specific vocational, administrative, or technical nature which may be obtained with six months/one year of advanced study or training past the high school equivalency. Junior college, vocational, business, technical or correspondence schools are likely sources. Appropriate certification may be awarded upon satisfactory completion of advanced study or training.
Experience	One year of experience.
Certifications and Other Requirements	Valid Driver's License may be required depending on assignment.
Reading	Work requires the ability to read financial documents, invoices, correspondence, and instructions.
Math	Work requires the ability to perform general math calculations such as addition, subtraction, multiplication and division.
Writing	Work requires the ability to write meeting minutes, correspondence, paperwork, and reports.
Managerial	Managerial responsibilities include coordinating meetings, special events, and daily schedules, and monitoring the accurate completion of tasks.
Budget Responsibility	N/A
Supervisory / Organizational Control	Work requires supervising and monitoring performance for a group of regular employees in a work unit, including providing input on hiring/disciplinary actions and work objectives/effectiveness, and realigning work as needed.
Complexity	Work involves choices of action within limits set by standard practices and procedures. Professional judgment is required to apply the proper course of action.
Interpersonal / Human Relations Skills	Contacts others within the organization. These contacts may involve similar work units or departments within the City which may be involved in decision making or providing approval or decision making authority for purchases or projects. In addition, works with individuals outside the City who may belong to professional or peer organizations. Working with various state and federal agencies may also be required. Vendors and suppliers may also be called upon for information on purchases, supplies or products. Meetings and discussions may be conducted with customers, brokers and sales representatives.

CSC Adopted: October 2001 CSC Revised: \_\_\_\_\_

**OVERALL PHYSICAL STRENGTH DEMANDS:**

Sedentary	X	Light	Medium	Heavy	Very Heavy
S = Sedentary Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time		L = Light Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.	M = Medium Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	H = Heavy Exerting 50-100 lbs. occasionally, 25-50 lbs. frequently, or up to 10-20 lbs. constantly.	VH = Very Heavy Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.

**PHYSICAL DEMANDS:**

C = Continuously 2/3 or more of the time.	F = Frequently From 1/3 to 2/3 of the time.	O = Occasionally Up to 1/3 of the time.	R = Rarely Less than 1 hour per week.	N = Never Never occurs.
--	--	--	--	----------------------------

*This is a description of the way the job is currently performed; it does not address the potential for accommodation.*

PHYSICAL DEMANDS	FREQUENCY CODE	DESCRIPTION
Standing	O	Office equipment, conducting meetings, training, filing, collecting payments
Sitting	F	Computer, desk work, meetings
Walking	F	To/from ticket booths, to/from meetings, to/from office equipment
Lifting	F	Boxes, signs, files, supplies
Carrying	F	Boxes, signs, files, supplies, cash
Pushing/Pulling	F	File cabinet drawers, chair
Reaching	O	Behind computer, retrieving supplies
Handling	F	Boxes, signs, files, supplies, cash
Fine Dexterity	F	Computer keyboard, telephone keypad, calculator, cash register, typewriter
Kneeling	O	Filing in cabinet drawers
Crouching	O	Filing in cabinet drawers
Crawling	N	
Bending	F	Lifting boxes
Twisting	N	
Climbing	N	
Balancing	N	
Vision	C	Computer, desk work, reading
Hearing	C	Staff, supervisor, vendors, radio, telephone, meetings
Talking	F	Staff, supervisor, vendors, telephone, meetings
Foot Controls	N	
Other (specify)	N	

CSC Adopted: October 2001 CSC Revised: \_\_\_\_\_

**MACHINES, TOOLS, EQUIPMENT, AND WORK AIDS:**

Copy machine, typewriter, paper cutter, office supplies, calculator, telephone, fax machine, overhead projector, cash register, radio, computer, Standard Microsoft Windows and Office software, laser or inkjet printer, AFIN, TPX, PeopleSoft

**ENVIRONMENTAL FACTORS:**

D = Daily	W = Several Times Per Week	M = Several Times Per Month	S = Seasonally	N = Never
-----------	----------------------------	-----------------------------	----------------	-----------

HEALTH AND SAFETY		ENVIRONMENTAL FACTORS	
Mechanical Hazards	N	Dirt and Dust	S
Chemical Hazards	N	Extreme Temperatures	N
Electrical Hazards	N	Noise and Vibration	D
Fire Hazards	N	Fumes and Odors	N
Explosives	N	Wetness/Humidity	N
Communicable Diseases	N	Darkness or Poor Lighting	N
Physical Danger or Abuse	N		
Other (see 1 below)	N		

PRIMARY WORK LOCATION	
Office Environment	X
Warehouse	--
Shop	--
Vehicle	--
Outdoors	--
Other (see 2 below)	--

- (1)
- (2)

**PROTECTIVE EQUIPMENT REQUIRED:**

None

**NON-PHYSICAL DEMANDS:**

C = Continuously 2/3 or more of the time.	F = Frequently From 1/3 to 2/3 of the time.	O = Occasionally Up to 1/3 of the time.	R = Rarely Less than 1 hour per week.	N = Never Never occurs.
--	--	--	--	----------------------------

NON-PHYSICAL DEMANDS	
Time Pressures	F
Emergency Situations	R
Frequent Change of Tasks	F
Irregular Work Schedule/Overtime	R
Performing Multiple Tasks Simultaneously	F
Working Closely with Others as Part of a Team	F
Tedious or Exacting Work	F
Noisy/Distracting Environment	O
Other (see 3 below)	N

- (3)