



Cashier

Customer Service – Electric

\$24,890 / \$11.97 hr

JOB SUMMARY

Serves customers by receiving payments and processing them through the utility payment system.

MAJOR DUTIES

- Receives payments by cash, check, credit cards, or money orders.
- Processes in-person, night-drop, mail and telephone payments.
- Processes payments for customers whose services have been disconnected.
- Processes returned checks.
- Assists in resolving customer account issues.
- Assists in preparing and transporting bank deposits.
- Maintains sufficient amounts of change in cash drawer.
- Balances cash drawer and receipts; documents discrepancies.
- Provides general information about utility services.
- Updates customer account information.
- Performs related duties.

KNOWLEDGE REQUIRED BY THE POSITION

- Knowledge of customer service principles.
- Knowledge of cashiering principles and practices.
- Knowledge of department policies and procedures.
- Skill in the operation of computers and job-related software programs.
- Skill in the provision of customer services.
- Skill in oral and written communication.

SUPERVISORY CONTROLS

The Cashier Supervisor assigns work in terms of somewhat general instructions. The supervisor spot-checks completed work for compliance with instructions and established procedures, accuracy, and the nature and propriety of the final results.

GUIDELINES

Guidelines include city and department policies and procedures. These guidelines are generally clear and specific, but may require some interpretation in application.

COMPLEXITY/SCOPE OF WORK

- The work consists of related cashiering and customer service duties. Frequent interruptions contribute to the complexity of the position.
- The purpose of this position is to participate in department cashiering activities. Success in this position contributes to the efficiency and effectiveness of department operations.

CONTACTS

- Contacts are typically with co-workers, other city employees, and members of the general public.
- Contacts are typically to provide services or to give or exchange information.

PHYSICAL DEMANDS/ WORK ENVIRONMENT

- The work is typically performed while sitting at a desk or table or while intermittently sitting, standing or stooping. The employee occasionally lifts light objects.
- The work is typically performed in an office.

SUPERVISORY AND MANAGEMENT RESPONSIBILITY

None.

MINIMUM QUALIFICATIONS

- High School diploma or GED.
- Sufficient experience to understand the basic principles relevant to the major duties of the position, usually associated with the completion of an apprenticeship/internship or having had a similar position for one to two years.

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