



## Cashier (Part-time with no benefits)

Customer Service – Electric

Starting Rate: \$10.67/hour

### **JOB SUMMARY**

This position is responsible for assisting in the department's cashiering operations.

### **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.