

CASHIER

NATURE AND PURPOSE OF WORK

Positions in the class are responsible for collecting and posting payments for utility bills, security deposits, returned checks, uncollectible accounts, admissions, rentals and meter installation fees made in person, by mail, or at a drive through window. Employees of this classification work under supervision and those in Utilities are expected to learn the utility and tax payment processes and progress to more responsible positions.

ILLUSTRATIVE EXAMPLES OF WORK (Note: The examples are intended only to illustrate the various types of work performed by incumbents in this class. All of the duties performed by any one incumbent may not be listed, nor does any incumbent necessarily perform all of these duties.)

Greets customers, verifies amount of check to stub, makes a stub if not included, searches for account number using computer if bill stub is missing or account number is not on the check. Books individual and group visits, room rentals, determines payment required, and provides confirmations and issues receipts and/or tickets. Uses counterfeit marker to assure genuine bills. Explains to customers the amount due, the delinquent date and severance process, assists customers in writing checks. Cashes certain checks within policy guidelines. Counts all cash received and balances a cash drawer, bundles bills, makes a check tape on checks received. Works one day per week at the drive through window until 7:00 p.m. Reprints bills and usage history, explains consumption and charges; determines amount due for deposits and explains to customer. Explains adjustments to bills, if any. Sends field orders for meter re-connection.

Performs related work as required.

NECESSARY KNOWLEDGE, ABILITIES AND SKILLS (Depending on area of assignment)

Ability to learn and apply knowledge of utility services, rates, billing methods, and office procedures for connecting/disconnecting services.

Ability to learn and apply knowledge of museum and planetarium functions and events.

Ability to re-print, analyze, figure and interpret a utility bill, as well as explain to customers.

Ability to use personal computers, to perform basic arithmetic and book keeping functions.

Ability to work cooperatively and effectively with customers, employees and general public.

DESIRABLE TRAINING AND EXPERIENCE

Completion of high school supplemented by experience as a cashier; or an equivalent combination of education and experience.