

*To perform this job successfully, an individual must be able to perform the job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in this job description.*

## CASHIER I

**Department:** Administration – Cashier  
**Pay Grade:** 551  
**FLSA Status:** Non-Exempt  
**Reports to:** Head Cashier  
**Effective Date:** July 30, 2018

### JOB SUMMARY

This is an entry level position responsible for receiving cash, checks or credit card in payment for goods or services and keeping records of funds received. Reports to the Head Cashier and requires regular supervision and mentoring.

### JOB FUNCTIONS

#### **Essential Functions:**

- Communicates with all customers and co-workers in a pleasant and professional manor.
- Receives cash, credit cards, and/or checks from customers in person, through the drive-up window, by phone or through the mail/night drop box for payments due and/or customer deposits for service connections.
- Records transactions on transaction terminal, and issues receipts and change due.
- Enters data (ex: customer refunds, payments received) into computer using documents and the keyboard.
- Prints out customer payment history as requested.
- Calls in resets to meter department and/or radios stand-by personnel.
- Enters payments for multiple accounts and underground services, and processes vouchers for miscellaneous receipts.
- Assists with customer inquiries in person and by phone, which includes checking customer balances, locating accounts, updating notes on customers' accounts, deciding the proper department to solve customer's inquiry.
- Closes registers out and prints receipts for cash, check, and credit card payments.
- Counts money received and balances against register close out receipts.

**Other Functions:**

- Reviews customer checks for accuracy, returns to the customer if there are problems and completes a form letter to indicate the problem with the check (ex: not signed, wrong account number).
- Performs other related duties as required/assigned.

**QUALIFICATIONS****Education and Experience:**

High School Diploma or an acceptable equivalency diploma (GED) and no related experience. Previous experience in a similar position will be considered, but is not essential, or an equivalent combination of education and experience.

**Special Qualifications:**

Possession of or ability to obtain a valid Driver's License within 60 days of employment.

**Knowledge, Skills, and Abilities:**

- Knowledge of basic customer service principles and practices.
- Ability to answer the phone in a courteous and efficient manner.
- Ability to operate a calculator or computer keyboard to calculate money due, collect information, or record information. This includes the ability to type accurately.
- Ability to communicate with customers, other employees, and visitors to the office in a pleasant and professional manner.
- Ability to read and comprehend documents, reports, bills, and policies.
- Ability to communicate in writing in a legible and professional manner.
- Ability to listen, understand, and follow through on work assignments.
- Ability to add, subtract, multiply, and divide all units of measure.
- Ability to multi-task, switching easily and frequently from one activity to another such as sorting mail, waiting on a customer, to using a telephone or radio transmitter.
- Ability to prioritize work and plan out activities to complete work in a timely manner.
- Ability to have regular and predictable attendance at work.
- Ability to operate small office equipment, including copy machines or multi-line telephone systems.
- Ability to operate computers for data entry, word processing and/or accounting purposes.

**PHYSICAL DEMANDS**

The work is light work which requires exerting up to 10 pounds of force occasionally and/or negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Additionally, the following physical abilities are required:

- Feeling: sufficient to perceive attributes of objects, such as size, shape, temperature or texture by touching with skin, particularly that of fingertips.

- Fingering: sufficient to pick, pinch, type, or otherwise work, primarily with fingers rather than with the whole hand as in handling.
- Grasping: sufficient to apply pressure to an object with the fingers and palm.
- Handling: sufficient to pick, hold, or otherwise work, primarily with the whole hand.
- Hearing: sufficient to perceive the nature of sounds at normal speaking levels with or without correction; ability to receive detailed information through oral communication, and to make the discrimination in sound.
- Lifting: sufficient to raise objects from a lower to a higher position or moving objects horizontally from position-to-position. Occurs to a considerable degree and requires substantial use of upper extremities and back muscles.
- Mental Acuity: sufficient to make rational decisions through sound logic and deductive processes.
- Reaching: sufficient to extend hand(s) and arm(s) in any direction.
- Repetitive Motion: Substantial movements (motions) of the wrist, hands, and/or fingers.
- Speaking: sufficient to express or exchange ideas by means of the spoken word including the ability to convey detailed or important spoken instructions to other workers accurately and concisely.
- Standing: Particularly for sustained periods of time.
- Talking: sufficient to express or exchange ideas by means of the spoken word including those activities in which they must convey detailed or important spoken instructions to other workers accurately, loudly, or quickly.
- Visual Acuity: sufficient to perform an activity such as: preparing and analyzing data and figures; transcribing; viewing a computer terminal; and/or extensive reading.
- Walking: sufficient to move about on foot to accomplish tasks, particularly for long distances or move from one work site to another.

### **WORK ENVIRONMENT**

This position is performed inside an office with no exposure to the elements.