

CASHIER

NATURE AND PURPOSE OF WORK

Positions in the class are responsible for collecting and posting payments for utility bills, telecommunications billing, property tax, security deposits, returned checks, uncollectible accounts, admissions, rentals, point of sales collections, and meter installation fees made in person, by mail, or at a drive through window. Employees of this classification work under supervision and are expected to perform in all areas of collections.

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/assessment number using computer if invoice 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.. Counts all cash received and balances a cash drawer, bundles bills, makes a check tape on checks received. Occasionally will be required to work 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 or telecommunication 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, telecommunication 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, telecommunication, and property tax bills, 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.