

## **CASHIER**

### **NATURE OF WORK**

This is varied clerical and cashier work in receiving, posting and processing utility payments.

Work involves accepting and recording utility payments, balancing cash receipts, monitoring delinquent accounts and performing a variety of fiscal-related clerical duties. Work is performed under general supervision of the Utilities Manager, and is reviewed through observation, discussion and examination of records.

### **DUTIES AND RESPONSIBILITIES**

Serves customers at a counter, accepting utilities deposits, payments of fees and providing general information about utility services and regulations; operates a cash register, makes change, stamps receipts; refunds deposits; responds to complaints, answers inquiries and refers requests for special readings or repairs to service department.

Balances receipt tapes against cash drawer; prepares bank deposits.

Performs other work as required.

Types correspondence, reports, memoranda, meeting agendas and minutes and other materials from rough draft or verbal instructions; assembles and mails reports and other materials; operates postage meter and logs charges to various accounts daily.

Receives, screens and directs callers or visitors; explains utility services, procedures and charges; receives, receipts and accounts for payments; assists customers in completing applications and change requests; types work orders for service department.

Must over a period of time learn to operate the computer to back up the Utility Bookkeeper.

### **DESIRABLE QUALIFICATIONS**

#### **Training and Experience**

A combination substantially equivalent to experience in public contact work including the receipt and handling of cash.

A combination substantially equivalent to training in commercial/secretarial subjects and experience in typing and clerical accounting work, preferably including training on computers.

#### **Knowledge/Abilities/Skills**

Knowledge of modern office practices, procedures, equipment and standard clerical techniques.

Knowledge of cash handling and record keeping standards and practices.

Ability to make arithmetical calculations rapidly and accurately.

Ability to understand and follow moderately complex oral and written instructions.

Ability to establish and maintain effective working relationships with fellow employees and the public.

Ability to operate a typewriter and cash register.