

## CITY OF GLENDALE

<b>TITLE:</b>	<b>Cashier</b>	<b>CLASS CODE:</b>	<b>301</b>
<b>REPORTS TO:</b>	<b>Various</b>	<b>GRADE:</b>	<b>15</b>
<b>DEPARTMENT:</b>	<b>Various</b>	<b>FLSA:</b>	<b>N</b>

**JOB SPECIFICATION DATE: August 10, 2011 ajw**

### **JOB SUMMARY**

Performs a variety of customer service and general clerical and accounting functions associated with receiving, processing and posting all revenue transactions in support of accounting systems for assigned areas of function.

### **ESSENTIAL FUNCTIONS**

NOTE: Specific functions, required knowledge, skills & abilities may vary depending on assignment.

1. Provides customer service activities and serves as front-line public contact for various departments.
2. Collects fees, receives cash or charge payments, provides correct change and issues receipts to customers.
3. Receives deposits, counts and verifies totals, enters into cash register, prepares treasurers receipts and prepares deposits for various city accounts; posts cash receipts from internal and external sources into general receipts register.
4. Performs a variety of cash handling responsibilities; balances cash drawer; prepares and reconciles daily deposits, cash and fund-department-account entry; prepares deposit for armored car transport; may also include processing waste disposal transactions, processing and scanning utility billing and sales tax remittances, batch balancing and power-key entry into the lock box payment entry system.
5. Performs various clerical duties; prepares and maintains files, records and logs; enters and corrects information in the computer system and backs-up computer system files.
6. Answers the telephone and responds to general inquiries; may process payments from callers.
7. Operates computer for processing customer transactions; may be responsible for entering information on waste materials and tonnage amounts and weighing incoming or outgoing vehicles; directs customers to proper unloading areas.
8. Monitors general ledger fund numbers submitted by outlying departments to insure proper recording of revenue; identifies proper recording methods for undocumented revenue.
9. Verifies daily wire transfers of money received in the lock box process center; reconciles deposit amounts to the detail record and enters the deposit into the general receipts register for upload to the general ledger.
10. Performs opening and closing scale house functions; checks vehicles for hazardous or prohibited materials; accepts or rejects waste loads; utilizes waste screening methods to determine acceptable material; prepares paperwork for incoming and outgoing loads of recyclable material.
11. Researches municipal billing or sales tax databases to obtain account information for proper payment posting or determining action to be taken on delinquent accounts; records pending payment entry onto billing systems to update delinquent collection activity status; collects payments from drop boxes, opens and sorts mail by payment types and status.
12. Monitors and ensures proper operation of automated, inbound, and outbound scale systems; utilize a two-way radio to communicate with landfill field staff and maintain the scale house in a clean and orderly condition.
13. Performs other related duties as assigned.

## **KNOWLEDGE, SKILLS, ABILITIES**

### **Knowledge and Skills in:**

- Customer service principles
- Cashiering practices and cash handling procedures
- General cash receipts, lock box and municipal billing systems
- Use of personal computers and various software applications
- Modern office practices, procedures, and equipment
- Operation of a computer and applicable mainframe and PC software

### **Ability to:**

- Make arithmetic calculations with speed and accuracy
- Operate a 10-key by touch and keyboard data entry with speed and accuracy
- Communicate effectively both orally and in writing
- Establish and maintain effective working relationships with City employees and the public
- Receive payments and provide the correct change
- Follow oral and written instructions and standing procedures
- Accurately perform cash drawer and batch balancing functions
- Provide quality customer service and stay calm during difficult customer situations
- Effectively carry out oral and written instructions
- Work in a fast-paced environment

## **WORKING CONDITIONS**

Work involves extensive walking and standing; exposure to difficult customers; may involve climbing ladder to inspect waste loads in large open-top vehicles; may require some exposure to seasonal and inclement weather if directing traffic is needed.

## **MINIMUM QUALIFICATIONS**

One year of bank teller, cashiering or related experience including ten key by touch, high speed data entry familiarity with computerized equipment and customer service; experience with general cash receipts and/or lock box processing; and the ability to make arithmetic calculations with speed and accuracy.

Any equivalent combination of training and experience that provides the required knowledge, skills, and abilities, is qualifying.

## **SPECIAL REQUIREMENTS**

Depending on area of assignment requires a valid Arizona driver's license at the time of hire.