City of Live Oak
Cashier – Full-Time Position Description

POSITION TITLE	Cashier/Customer Service Representative
FUNCTIONAL AREA	Finance Department
PAY RANGE	$15.00 per hour
CLASSIFICATION	Full-Time; Non-Exempt GRADE 2
APPROVED/UPDATED	

General Summary

The Cashier is responsible for receiving and maintaining records for a large volume of cash receipts for the payment of fees, fines or related items. Duties include making of change, issuance of receipts for monies collected, maintenance of records of work transactions, deposit of cash, and validation of cash and negotiable instruments. Incumbents usually operate cash registers, check endorsers, validating machines, adding machines or other standard office equipment.

Supervision Received and Exercised

The Cashier works under the supervision of the Director of Finance or Director's designee and exercises no supervisory responsibilities. The cashier reports to and receives direction from the Head Cashier and Utility Billing Clerk.

Essential Duties and Responsibilities

- Collects and processes payments directly from the general public and via mail for fees, fines or other related charges, which may be collected in the form of cash, credit cards or personal and commercial checks in accordance with the policies of the City.
- Provides appropriate change and issues receipts for monies collected.
- Operates a computer to record payment transactions according to established procedures and posts funds received by totals or various distributions in order to credit the proper account.
- Reconciles monies received against transaction receipts, bills, register tapes, vouchers or other distributions.
- Balances the cash drawer (cash and receipts) to register totals in order to ensure money (bills, coins and checks) in the cash drawer matches funds processed and coincides with the general ledger accounts.

- Counts and tabulates all monies in the cash drawer at the beginning of shifts to ensure that amounts are correct and that there is adequate change.
- Prepares receipts and completes required form letters for return of money where appropriate.
- Detects errors on negotiable instruments such as omission of signature or erroneous amounts or dates. Tracks funds received on a daily, weekly and monthly basis in order to record and document activity.
- Opens and closes Utility accounts and assists customers with questions and issues.
- Performs clerical duties.
- Prepares and submits a variety of accounting reports.
- Performs other duties and responsibilities as assigned.

Minimum Qualifications

Education and Experience

- High school diploma or general education degree (GED) required.
- Two years previous experience or training in cashier or similar money-handling work.
- Two years previous experience or training or training in customer service.

Other Required Competencies

- Must be able to communicate effectively both orally and in writing in English.
- Considerable knowledge of money counting procedures; knowledge of business arithmetic; knowledge of bookkeeping procedures and techniques; knowledge of data needed on negotiable instruments.
- Ability to count and tabulate coins, bills and checks expeditiously.
- Demonstrated ability to operate a cash register, validating machine, adding machine and other equipment typically used in the finance/accounting field.
- Ability and skill to verify legitimacy of personal and commercial checks.
- Ability to enter daily, weekly and monthly receipt totals into log sheets, deposit slips, and/or computer program with 100% accuracy.
- Ability to establish and maintain effective and professional working relationships with the general public and co-workers.

Working Conditions and Physical Factors

- Work is primarily performed indoors in an office environment.
- Must have the use of sensory skills in order to effectively communicate and interact with other employees, colleagues and the public through the use of the telephone, e-mail and personal contact.

- Requires physical capability to effectively use and operate various items of office-related equipment, such as, but not limited to telephone, desk-top computer, word processor, calculator, copier, scanner and facsimile machine, etc.
- Requires intermittent sitting, standing, walking, bending, crouching and repetitive motion; occasional lifting of light objects.

The minimum requirements may be waived by the City Manager. The City of Live Oak reserves the right to update and/or change this job description at any time. The City of Live Oak is an equal Employment Opportunity employer and Drug-Free Workplace.