

## **CASHIER**

### **DEFINITION**

To sell admission tickets and provide information to the public utilizing Lane County facilities; and to perform a variety of routine customer service duties as assigned.

### **CLASS CHARACTERISTICS:**

This is the entry level class in the Cashier series. This class is distinguished from the Senior Cashier by the performance of the more routine tasks and duties assigned to positions within this series. Employees at this level are not expected to perform with the same independence of direction and judgment on matters related to established procedures and guidelines as are positions allocated to the Senior level. Since this class is typically used as a training class, employees may have only limited work experience. Employees work under immediate supervision while learning job tasks.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives direction from assigned management personnel  
Receives technical and functional supervision from Senior Cashier.

### **EXAMPLES OF DUTIES** - Duties may include, but are not limited to the following:

Greets the public and provides program information about the facility; answers phones.

Sells and redeems admission tickets; completes cash, check and credit card transactions, resolves most ticketing problems.

Reconciles and balances end of shift reports; provides daily sales reports according to established policies and procedures.

Prepares and makes bank deposits as directed.

Works evenings and weekends as necessary.

Stocks inventory and prepares restocking orders.

Provides appropriate services for facility clients as needed.

May provide direction to temporary/extra help employees.

**MINIMUM OUALIFICATIONS**

Knowledge of (position requirements at entry):

Ticket sales practices and procedures, including sales and record keeping systems.

Basic business English; basic Math.

General office equipment and cash registers.

Skills in (position requirements at entry):

Customer service.

Effective communication and good judgment.

Working quickly and accurately with close attention to detail, especially during periodic large workloads.

Making change and balancing cash accurately.

Maintaining accurate and complete records as necessary.

Operating office equipment such as cash registers, calculators and computer terminals.

<p><b><u>NOTE:</u></b> The above job description is intended to represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department.</p>
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Experience and Training:

Training:

Equivalent to the completion of the twelfth grade with training in making cash transactions, counting change and operating cash registers.

Experience:

At least six months experience in cashiering, cash reporting and customer service including direct public contact.

An equivalent combination of experience and training that will demonstrate the required knowledge and abilities is qualifying.