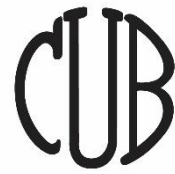


Job Description



JOB TITLE: Cashier
DEPARTMENT: Accounting & Finance
RESPONSIBLE TO: Customer Service Supervisor

JOB CONTENT:

The cashier position involves receiving customer payments through various channels, including mail, night deposits, bank agents, and the cashiers' counter. This role ensures that all amounts received are accurately allocated to the appropriate customer accounts. Additionally, the cashier assists customers with inquiries or complaints and directs them to the proper department for further assistance. This employee is assigned a change fund from Board monies, which must be balanced daily.

DUTIES AND RESPONSIBILITIES:

1. Process customer payments for electric, water, and sewer utility services as well as other miscellaneous receivables.
2. Handle cash, check, and credit card transactions, ensuring compliance with cash handling protocols.
3. Accurately complete end-of-day balancing reports and account for all payments received.
4. Assist customers with account inquiries and provide information regarding billing and services.
5. Establish and maintain positive relationships with customers through effective communication and problem-solving.
6. Collaborate with team members to resolve customer issues.
7. Performs other tasks and duties as directed.
8. Safeguard customers' personal information and data and ensure compliance with CUB Cyber Security Policies.
9. Maintain an organized and clean work environment.
10. Maintains a well-groomed appearance and conducts themselves in a courteous manner.

SUPERVISORY RESPONSIBILITY:

None.

EDUCATION AND TRAINING:

Requires a high school education or equivalent with advanced clerical skills such as data entry or bookkeeping. Must be able to operate a computer, adding machine or calculator proficiently. Must be trainable to operate computer/cash register terminal. Must be able to use Microsoft Office products (Excel, Outlook, Word, etc...)

Job Description: Cashier

RESPONSIBILITY:

Responsible for providing Board customers with timely, accurate, and courteous assistance related to cashier's duties. Responsible for handling Board monies and proper accounting for such. Responsible for handling customer payments and ensuring they are designated to proper accounts. Responsible for working and protecting customer and business private/confidential data.

INTERNAL AND EXTERNAL CONTACTS:

Daily contact with employees and supervisor in the department both on a group and individual basis. Daily contact with employees in other departments of the Board on an individual basis. Daily contact with the public in the office and on the phone.

PHYSICAL DEMANDS OF JOB:

Requires prolonged periods of standing that could result in back, leg, and foot fatigue. Requires prolonged periods of data entry that could result in eyestrain. Requires above-normal mental and visual alertness quite frequently. May be subject to interactions with dissatisfied customers.

WORKING CONDITIONS:

Works inside under conditions normally associated with a general office not directly accessed by the public or at the teller's counter dealing directly with the public.