

TOWN OF STEILACOOM

Incumbent:

Supervisor:

Dept.: Finance

Job Description

Position Title:

Cashier/Receptionist

Date: 9/28/16

Basic Function:

Receipts payments and performs receptionist functions for the Town of Steilacoom.

Reports to:

Town Administrator

FSLA Status:

Nonexempt

Duties and Responsibilities: *Essential Functions are Underlined*

1. Collects, receipts, and balances payments daily. Reviews receipts from other departments. Prepares bank deposits.
2. Performs receptionist duties for Public Works and Administration. Acts as radio dispatcher for the Public Works Department.
3. Receipts miscellaneous fees adhering to the Town's money handling procedures.
4. Registers new utility customers and takes information from those terminating service.
5. Provides clerical support to staff as requested.
6. Assists with utility customer account and service questions.
7. Greets the public and provides information on Town operation and services.
8. Initiates, distributes, and logs utility work order requests. Maintains records and monitors progress of work orders to ensure completion.
9. Posts utility payments.
10. Responds to customer inquiries regarding Town required permits. Receives permit applications, routes applications to the appropriate staff, and issues permits to the applicant.

11. Responsible for emergency reporting of cable, gas, water, electric, telephone, and television.
12. Answers phones, directs calls, and distributes mail.
13. Issues beach parking passes to citizens.
14. Monitors/orders office supplies.
15. Positively/actively supports the Town, residents, and coworkers.
16. Works within assigned projects and performs similar and incidental duties as assigned. *The duties listed above are illustrations of the types of work that may be performed in the position. Omission of specific statements of duties does not provide an exclusion if the work performed is similar, related, or a logical assignment to the position. The job description may be subject to change by the employer as the needs of the employer and/or requirements of the job change.*

This job description reflects general details as necessary to describe the principal functions of this job, the level of knowledge and skill typically required, and the scope of responsibility, but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned including working in other function areas to cover absences or relief, to equalize peak work periods, or to otherwise balance the work load.

Minimum Qualifications:

1. High school graduate or GED equivalent.
2. Two years cashiering and customer service experience.
3. Operate 10-key adding machine by touch.

**Prefer: familiarity with the VISION cash management system
and/or the VISION utility billing system.**

As indicated above, this job description reflects general details as necessary to describe the principal functions of this job, the level of knowledge and skill typically required and the scope of responsibility, but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned; including working in other functional areas to cover absences or provide relief, to equalize peak work periods, or to otherwise balance the workload and must be able to proficiently perform all assigned duties.

This job description does not constitute an employment agreement between the employer and employee and is subject to change at any time as the needs of the employer and requirements of the job change.

Knowledge, Abilities, and Skills:

1. Knowledge of Town policies and procedures.
2. Ability to communicate clearly, efficiently, tactfully, and in a friendly manner.
3. Ability to reason in stressful situations.
4. Ability to adjust to change in duties and/or equipment.
5. Ability/willingness to participate in training to update present skills and/or obtain new skills.
6. Skilled in organizing multiple tasks.
7. Skilled at accurately counting, making change, and receipting payments.
8. Skilled in the use of Excel and Word.

While requirements may be representative of minimum levels of knowledge, skills and abilities, to perform this job successfully, the incumbent will possess the abilities or aptitudes to perform each duty proficiently.

The individual serving as the Cashier/Receptionist must be able to communicate effectively and courteously. Knowledge of routine office procedures, including use of office equipment is required. The individual in this position must have the ability to communicate in person or via telephone to interact with others. This position demands good interpersonal communication skills in dealing with the public.

Physical Demands:

Sitting: Incumbent typically stays in a stationary seated position for more than an hour. The worker operates the computer and opens/processes mail.

Standing: Standing may also be performed when making copies, and retrieving items from printer and/or fax machine.

Walking: The employee moves frequently between a desk, front counter, and storage room. The employee's desk is located in the front lobby of the building. While filing the employee may rotate from standing on floor, to stepping on a step stool, to sitting on a step stool. The nature of the work requires the worker to move within small areas to file,

retrieve information, and utilize office equipment. The position also serves the front counter answering general questions, and assisting with customer service needs.

Lifting (floor-waist): Up to 10 lbs.: small office tools.
Up to 20 lbs.: partially full mail bins.
Up to 30 lbs.: file boxes for archives.

Lifting (waist-shoulder): Up to 10 lbs.: small office tools.
Up to 20 lbs.: partially full mail bins.
Up to 30 lbs.: file boxes for archives

Lifting (above shoulder): Up to 10lbs: various pieces of mail while sorting into upper bins, files into file drawers, small boxes on shelf behind work area, and accessing files on shelves over shoulder height.

Carry: Up to 10 lbs.: Small office tools.
Up to 20 lbs.: Partially full mail bins.
Up to 30 lbs.: file boxes for archives

Pushing/pulling: Archives boxes on shelves, and in storage may require 10-15 lbs. of force to move, pushing a hand cart on vinyl and carpeted surfaces takes 8-10 lbs. of force to begin movement. File drawers require approximately 5 lbs. of force to open and close depending upon the content.

Climbing: A step stool is also utilized while filing by some employees. The file cabinets are 4-5 drawers in height (60”).

Balancing: While using a step stool utilized during filing.

Stooping/Bending: At waist: While filing bending to reach lower drawers. While sorting mail may have to bend to reach mail bin if left on floor, typically employee will lift and place on a shelf rather than perform continuous bends. Also, to reach lower bins employee may bend.

At Neck: While filing bending to reach lower drawers. While sorting paperwork, may have to bend to reach boxes, if left on floor. Typically employee will lift and place on a shelf rather than perform continuous bends. Also to reach lower boxes employee may bend. While working from documents as part of accounting duties may be reviewing papers on a flat desk surface.

Twisting/Rotating: At Waist: While sorting paperwork employee may twist/turn at waist to reach bins or boxes. While making copies work products may be placed on counter near copy machine and twist/turn to access those during this duty.

At Neck: While sorting paperwork employee may twist/turn neck to reach bins. While making copies, work products may be placed on counter near copy machine and twisting/turning may be required to access those during this duty. Depending upon setup of workstation, may have back to approaching coworkers. Twisting of neck to observe persons may be done.

Squatting/kneeling: While filing employee may choose to squat, kneel, or use the stool to access lower drawers.

Reaching: Forward: Reaching occurs when opening/closing file drawers, depositing paperwork, into file bins/boxes, reaching office supplies/tools on desk. The worker also assists the general public at the front counter.

Below Waist: filing in lower drawers or accessing packages or boxes on the floor.

Above Shoulder: The file drawers are 4-5 drawers in height (60"). The worker may also access files on higher shelves, and opt to either reach above shoulder height or utilize a step stool. The latter is recommended.

Handle/Grasp: Computer mouse, cart handles, mail bins

Fine Finger Manipulation: Keyboarding and 10 key calculator.

Hand Controls: The mouse requires the clicking of buttons on the right or left side depending upon the function. The copy machine, fax machine, and telephone all require data entry.

Repetitive Motion: This position requires frequent computer work. When entering data, the work performed may be repetitive. Filing may also constitute repetitive motion.

Talking/Hearing: Constant talking and hearing are required to communicate with coworkers and the general public. Talking and hearing are required to utilize the telephone and when addressing the general public at the front counter. Assisting the general public is an essential function of this position.

Vision: Constant near acuity is vital in this position as the employee must be able to read a computer screen, as well as paperwork. The worker must pay attention to the front counter, and assist customers as they arrive.

Working Conditions:

1. Normal air-conditioned office.
2. Interact with customers on a daily basis. Infrequently interact with challenging customers.