

CITY OF BRISBANE

CASHIER

Definition

Under the direct supervision of the Recreation Supervisor, performs a wide variety of clerical tasks, including the collection of money, as it relates to the management of the swim center programs.

Class Characteristics

This classification is distinguished from all other classes by its responsibility for the collection of money and providing information and effective customer service to the public.

Examples of Duties (Illustrative Only)

- Collects and provides accurate accounting for all admission fees and completes required accounting reports.
- Greets customers entering the swim center complex, verifies entry, and answers telephones.
- Provides information to customers about swim center activities and assists customers with registration for swim center activities, both in person and over the telephone.
- Operates cash register and standard office equipment.
- Provides general administrative support to swim center staff.
- Provides positive customer service contacts and maintains effective working relationships.
- Enforces all swim center rules and regulations.
- May assist with light janitorial duties in the swim center complex and assist with set-up and take down of equipment.

Qualifications

Knowledge of:

- Standard office practices and procedures and the use of standard office equipment, including cash register, computer, telephone, copy machine, and fax machine.
- Basic arithmetic and accounting procedures used for balancing cash drawer.
- Techniques for effectively dealing with the public, both in person and over the telephone.
- Rules and regulations applicable to swim center facilities.

Skill in:

- Performing standard office clerical work and basic accounting.
- Interpreting and implementing policies and procedures.
- Making accurate arithmetic calculations and counting money.
- Effectively enforcing rules and regulations.
- Using English effectively to communicate in person, over the telephone, and in writing.
- Taking a proactive approach to customer service by providing information and assistance to customers in an effective manner.

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Education and Experience:

Equivalent to graduation from high school or GED. One year customer service experience in cashiering or reception is desirable.

Licenses/Certificates:

Possession of a California driver's license and have a satisfactory driving record. Fingerprint clearance is required. Standard First Aid and Cardiopulmonary Resuscitation (CPR) certifications are desirable.

Physical Demands:

Must possess the mobility to work in a standard office setting and to use standard office equipment, including a cash register and computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone; must be able to work flexible hours, including evenings and weekends.

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