



City of Klamath Falls

Position Description

Position: Cashier – Ella Redkey Pool	Group: Non-represented/Part-time
Department/Division: Development Services/Parks - Pool	FLSA: Non-Exempt
Evaluated by: Community Activities Supervisor	Grade: N/A \$12.00 per hour

Summary

Under the immediate supervision of the Community Activities Supervisor and/or the Assistant Pool Supervisor, the Ella Redkey Pool Cashier is responsible for operating the Ella Redkey Pool computer and cash register. The position processes registrations for memberships and classes; answers a multi-line telephone, enforces admittance rules, prepares daily deposits, cleans the work area and facility as required, and performs other duties as assigned that support the overall objective of the position. This position is the front line of customer service at the pool. Position is subject to varied schedules including early mornings, nights, and weekends.

Essential Duties and Responsibilities

- Greet, check-in, and answer patrons’ questions
- Process memberships, registrations, cancellations, and merchandise sales
- Answer incoming phone calls, check voicemail, and return messages
- Maintain an accurate cash drawer; ensure starter fund, maintain accurate processing, provide close out report, and prepare daily deposit
- Maintain/monitor the cashier booth, pool entrance, staff office, supply closet and merchandise
- Implement daily operations and programming
- Knowledgeable of facility schedule, programs, and special events and able to convey information to patrons
- Demonstrate professionalism at all times – especially in punctuality, responsibility, respectful communication, and customer service
- Create a safe, professional, and positive environment through enforcement of policies, rules, and regulations governing the conduct of staff and patrons using the pool
- Performs other duties as assigned that support the overall objective of the position

Qualification

▪ **Knowledge and Skills**

Basic cash handling skills. Knowledge and skills to operate basic office equipment and software such as computer, cash register, credit card machine, calculator, printer, multi-line phone, email, and Microsoft Office Suite. Knowledge of basic pool facility safety rules and regulations; facility emergency action plan and procedures. Basic math, spelling, and English grammar. Demonstrating authority within policy; dealing with large groups of people in stressful situations; remaining professional, respectful, and helpful at all times.

▪ **Abilities**

Communicate effectively both orally and in writing. Work independently. Identify and prevent workplace hazards; operate recreation software; perform basic clerical skills; maintain appropriate appearance at all times; multi-task; manage conflict. Add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions and decimals; compute rate, ratio and percent; read and comprehend instructions, correspondence, and memos including safety rules, policy and procedure manuals; write simple correspondence; effectively present information one-on-one or in small group situations to other employees or the organization; apply common sense understanding to carry out instructions furnished in written, oral, or diagram form; deal with problems involving several concrete variables in standardized situations; maintain professionalism at all times.

▪ **Physical Abilities**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Incumbent must be able to work in the outdoors and in an office environment. While performing the duties of this job, the employee must be able to sit, stand, and walk. Requires use hands to finger, handle or feel objects, tools, or controls; reach with hands and arms; and stoop, kneel, crouch, or crawl. The employee frequently is required to climb or balance. Requires sufficient hand-eye-arm coordination to use a keyboard and basic metering tools. Requires auditory ability to carry on conversations over the phone and in person. Requires visual acuity to include close and distance vision and the ability to adjust focus. The employee must regularly lift and/or move up to 50 pounds on land.

▪ **Education and Experience**

Required: Applicants must be 16 years of age or older
Applicants under 18 years of age must be enrolled in an accredited High School curriculum.
Applicants over 18 years of age are required to provide a High school diploma or general education degree (GED).

Preferred: 1-2 years of progressive experience working with the public, with demonstrated skills in customer relations and money handling. Experience as a cashier; experience with multi-line phones; training or experience on computer systems to efficiently enter data from a source document.

- **Working Conditions**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee mainly works in a non-temperature regulated, covered section at an outdoor swimming pool exposed to weather conditions, variable temperatures, exposed to fumes or airborne particles and toxic or caustic chemicals. The employee is exposed to wet and/or humid conditions, extreme heat, risk of electrical shock, and vibration. The noise level in the work environment ranges from quiet to loud. An employee in this position must withstand exposure to variable weather conditions.

- **Pre-Employment**

Job offers for this position are contingent upon the individual passing a pre-employment drug screen, and background checks for Cashiers 18 years of age and older.

The City of Klamath Falls is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act (ADA), the City of Klamath Falls will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.