



Cashier/Receptionist

DEPARTMENT/DIVISION: Public Works/Development Services

GRADE: N/A - \$11.00 per hour

GROUP: Non-Represented/Part-Time/Temporary Seasonal – No Benefits

FLSA STATUS: Non-Exempt

EFFECTIVE DATE: May 2019

SUMMARY

An employee in this position works under the immediate supervision of the Pool Supervisor. This position is the front line of customer service at the pool. The candidate will operate the cash register, take registration for classes, answer multi-line telephone, enforce admittance rules, prepare daily deposits, clean the work area and facility as required, and perform other duties as assigned. Position is subject to varied schedules including nights and weekends.

EXAMPLES OF DUTIES

- Ability to know the pool regulations and convey these to pool patrons, while enforcing the rules.
- Responsible for counting, starting and ending cash drawers
- Answering all incoming phone calls and returning messages, checking voice mail
- Responsible to keep accurate numbers on attendance sheets
- Greet guests and direct them to classes, lessons, or pool area
- Monitoring front cashier area
- Scheduling pool parties and events, private & semi-private lessons and keeping the pool calendar updated.
- Providing copies of facility information as required for posting or information sharing
- Assist with Shallow Water Guarding when needed
- Assist in keeping front office, basket area, and locker rooms clean
- Store lost and found and distribute equipment when needed
- Sales of merchandise
- Other duties as assigned by supervisor

SUPERVISORY RESPONSIBILITIES

This is a non-supervisory position.

QUALIFICATION REQUIREMENTS

Education and/or Experience:

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). Applicants must be 16 years of age or older.

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.

PRE-EMPLOYMENT

Job offers for this position are contingent on the individual passing a background investigation and pre-employment drug screen.

KNOWLEDGE, SKILLS AND ABILITIES

The requirements listed below are representative of the knowledge, skill and/or ability required.

Knowledge of:

Basic cash handling; customer service techniques; register/office equipment/phone system; basic math, spelling, and English grammar; facility emergency action plan and procedures.

Skill in:

Using basic office equipment such as cash register, calculator, photo copy machine, fax machine, and computer keyboard; ten-key by touch, multi-line phone system and word processing.

Ability to:

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 appropriate appearance at all times; multi-task.

PHYSICAL DEMANDS

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. 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 is regularly required to sit. The employee frequently is required to stand and walk; use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; and talk or hear. The employee is occasionally required to stoop, kneel, or crouch.

The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

WORK ENVIRONMENT

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.

The duties of this position are performed in the front office of an outdoor swimming pool. Weather conditions vary, pool noise can be heard with many people talking at once in a small area, and patrons are coming and going regularly.

Occasional exposure to toxic or caustic chemical fumes and airborne particles.

The City of Klamath Falls is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, 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.