City of Klamath Falls, Oregon
Job Description

CASHIER

DEPARTMENT/DIVISION: Finance/Utility Billing

GRADE: 4

GROUP: AFSCME

FLSA STATUS: Non Exempt **EFFECTIVE DATE:** July 1, 2011

SUMMARY

An employee in this position works under the immediate supervision of the Utility Billing Manager. The position performs routine clerical, accounting, and administrative work. Performs related duties as required.

EXAMPLES OF DUTIES

Duties may include but are not limited to the following:

Receiving customer payment via internet, lockbox, over the phone, mail or in person Also includes researching and responding to customer questions and complaints.

Process incoming mail.

Perform as a receptionist by greeting visitors in person or over the phone.

Operate a cash drawer, collect, balance and account for all funds on a daily basis. Prepares and reconciles amounts and inputs data into an automated financial system.

Prepares and processes cash receipts, and calculates various customer payments; determines outstanding balances; calculates payoff figures, for customer balances.

Identifies and corrects any errors and/or discrepancies.

Process accounts turned to collection agency for write-off.

General office filing; sort documents in alphabetical and numerical order.

Storage of receipts/payment stubs, daily/weekly/monthly postings.

Provide adequate back up of all cash handling positions is required due to normal absences. Cross training will be required.

Performs other related work as required. (i.e. write-off accounts turned to collection agency).

Data entry of daily transactions and adjustments from the source document into the computer system.

Operates the computer to extract customer information from the existing database.

Resolves customer inquiries and concerns either by telephone or in person.

Acts as the City's cashier by receipting money and reconciling those receipts to the source document.

SUPERVISORY RESPONSIBILITIES

This is a non-supervisory position.

QUALIFICATION REQUIREMENTS

EDUCATION and/or EXPERIENCE:
High school diploma or general education degree (GED) and 1-2 years of progressive experience working with the public, with demonstrated skills in customer relations. One year experience in bookkeeping; demonstrated proficiency with ten-key by touch; and typing skills of 60WPM.

DESIRED:
Experience as a cashier; 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 financial background investigation, including without limitation a review of credit history. Some positions require successfully passing a criminal background check including finger printing as mandated by O.R.S.

KNOWLEDGE, SKILLS and ABILITIES

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

Knowledge of:
Basic bookkeeping practices; customer service techniques.

Skill in:
Using basic office equipment such as calculator, photo copy machine, fax machine, and computer keyboard; ten-key by touch 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.

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 regularly lift and/or move up to 20 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 a temperature controlled, well-lit office.

The noise level in the work environment is usually quiet.

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.