

RIVIERA UTILITIES

POSITION DESCRIPTION

CASHIER 'C' - EASTERN DIVISION

JOB TITLE: Cashier 'C'

DIVISION: Eastern

REPORTS TO: Head Cashier

DEPARTMENT: Cashier

EFFECTIVE DATE: September 23, 1993

SUMMARY

Receives cash or checks in payment for goods or services and keeps records of funds received at establishment or place of public business by performing the following duties.

Essential Duties and Responsibilities:

1. Receives cash or checks from customers in person, at the drive-up window(if available) or through the mail for payments due or customer deposits for service connections.
2. Records transactions on proper equipment and issues receipts and any change due customer.
3. Uses a calculator or other means to add, subtract, multiply and divide certain numbers as required.
4. Using keyboard, enters data into computer.
5. Explains charges on bill to customer and initiates action to adjust complaints.
6. Records partial payments by hand.
7. Files new and inactive customer deposit cards.
8. Microfilms records using microfilm machine.
9. Marks off new bills after closing date each month.
10. Types final bills when needed.
11. Sorts bill stubs numerically.

12. Drives a Riviera vehicle to bank for change occasionally.
13. Answers customer calls directed to cashiers.
14. Answers telephone, operates switchboard and performs other Receptionist duties occasionally.

Secondary Duties and Responsibilities:

1. Performs other duties as assigned.

Qualification Requirements:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and Experience:

High School diploma or equivalent. Previous experience in a similar position will be considered, but is not essential.

Job Skills:

1. Courteous, efficient telephone manner; prompt routing of calls.
2. Use eyes, hands, and fingers at the same time to operate a calculator or computer keyboard.
3. Accurate, careful typing (emphasis on accuracy, not speed).
4. Pleasant reception to customers.
5. Legible handwriting.
6. Ability to follow through on work assignments.
7. Mathematical development sufficient to be able to add, subtract, multiply, and divide all units of measure.

To do this kind of work, you must be able to:

1. Speak clearly and listen carefully.
2. Use personal judgement and specialized knowledge to give information to people.
3. Communicate well with many different kinds of people.
4. Change easily and frequently from one activity to another such as from sorting mail, waiting on a customer, to using a telephone or radio transmitter.
5. Use eyes, hands, and fingers accurately while operating a switchboard or computer keyboard.

Personal Characteristics:

1. Professional appearance: grooming and dress consistent with desired corporate image.
2. Prompt arrival and regular attendance at work. Must coordinate with supervisor when need arises to vary office hours (leave early or have planned absences/vacation days) so a substitute can be arranged.
3. Careful attention to office duties, agreeable acceptance and prompt execution of all work assignments, including trivial job tasks.
4. Pleasant and cooperative attitude with customers and co-workers.

Physical Demands:

Lifting 10 lbs. maximum and occasionally lifting and/or carrying such articles as computer printouts, notebooks, ledgers, small tools, etc. Walking and standing are required. Reaching. Handling. Fingering. Feeling. Talking. Hearing. Seeing.

Environmental Conditions:

Inside: Protection from weather conditions but not necessarily from temperature changes. A job is considered "inside" if the worker spends approximately 75 percent or more of the time inside.

Language Skills:

Must have developed language skills to the point to be able to: Read and understand instructions, safety rules, etc.

Write reports with proper format, punctuation, spelling and grammar, using all parts of speech.

Speak with poise, voice control and confidence using correct English and well-modulated voice.

Reasoning Ability:

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Relationships to People and Things:

People: Speaking-Signaling: Talking with and/or signaling people to convey or exchange information.

Things: Operating-Controlling: Starting, stopping controlling and adjusting the progress of machines or equipment.
Operating machines involves setting up and adjusting the machine or materials as the work progresses.
Controlling involves observing progress of operations and tuning devices to regulate reactions of materials.

To do this job, you must have the following licenses or certifications before being hired:

Valid Alabama Drivers License. If in possession of a valid drivers license from another State at the time of employment, a valid Alabama Drivers License must be obtained within 60 days from the date of employment.