

CASHIER

DEFINITION

To sell admission tickets and provide information to the public utilizing Lane County facilities; and to perform a variety of routine customer service duties as assigned.

CLASS CHARACTERISTICS:

This is an entry level position that performs routine tasks and duties. Employees work under immediate supervision while learning job tasks.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from assigned supervisory/management personnel.

May provide direction to temporary/extra help employees.

EXAMPLES OF DUTIES - Duties may include, but are not limited to the following:

Sells and redeems admission tickets; completes cash, check and credit card transactions, resolves most ticketing problems.

Greets the public and provides program information about the facility; answers telephone; may hand out flyers.

Under direct supervision and oversight, reconciles and balances end of shift reports, and provides daily sales reports according to established policies and procedures.

Works evenings and weekends as necessary.

Prepares mailings; maintains work logs.

Trains and orients new employees.

Sets up displays and community rooms.

Provides appropriate services for facility clients as needed.

MINIMUM OUALIFICATIONS

Knowledge of:

Ticket sales practices and procedures, including sales and record keeping systems.

Basic business English; basic Math.

General office equipment and cash registers/computerized point of sale systems.

Ability to:

Provide excellent customer service.

Exercise good judgment.

Work quickly and accurately with close attention to detail, especially during periodic large workloads.

Make change and balance cash accurately.

Maintain accurate and complete records as necessary.

Operate office equipment such as computerized point of sale systems/cash registers, calculators and computer terminals.

Communicate effectively, both verbally and in writing.

Experience and Training:

Training:

Equivalent to the completion of the twelfth grade with training in making cash transactions, counting change and operating computerized point of sale systems/cash registers.

Experience:

One year of experience in cashiering, cash reporting and customer service, including direct public contact.

An equivalent combination of experience and training that will demonstrate the required knowledge and abilities is qualifying.

LANE COUNTY
Cashier (continued)

Special Requirements:

If required to drive, must be in possession of a valid driver's license at time of application, and a valid Oregon Driver's license by time of appointment.

First Aid/CPR certificate preferred or the ability to obtain within 6 months of date of hire, and to maintain.

Classification A035 Cashier established 08/21/10 per Board Order 10-8-25-1. This is an AFSCME represented classification.

Replaces N7041 Cashier (a non-represented classification) established 12/10/08 per Board Order 08-12-10-7.