



P.O. Box 239
Lockhart, TX 78644

Job Description Form

Job Title: Cashier I /Customer Service Rep.

Date: October 1, 2017

Revised: May 10, 2018

Pay Range: \$ 11.61 - \$14.63 - \$17.65

Pay Grade: (24) Non-Exempt

Brief Description of the Job:

Process payments, requests for service hook-up; utility service disconnects; utility transfers.
Collect and process all monies for the City.

| Essential Functions-Listed in descending order of frequency; in the Strength Column, S= Sedentary, L=Light, M=Medium, H=Heavy; For Physical Demand Code See Below | | | |
|---|-----------|----------|-----------------------------|
| Essential Functions | % of Time | Strength | Physical Demand Code |
| 1. Process payments for utility bills; process or write out receipts enter cash receipt information into computer (counter or drive-up window) 15-200 transactions per day; on busy days possibly 1000 transactions. File on daily basis. | 50 | S | A, B, G, H, I N, Q, R, S |
| 2. Process new service orders; collect deposits; issue customer receipts; enter deposit and new service information into computer (avg. 10 per day) validate I.D. | 15 | S | A, B, G, H, I N, Q, R, S |
| 3. Process requests for transfers or disconnects of service; verify old and new address; (Note: some requests are handled by telephone) | 15 | S | A, B, G, H, I N, Q, R, S |
| 4. Generate cut-off notices on disconnect day. | 3 | S | A, B, G, H, I N, Q, R, S |
| 5. Issue and collect building,electric,plumbing, A/C, Gas, Food Permits. Issue & collect beer license; contractors license. | 2 | S | A, B, G, H, I N, Q, R, S |
| 6. Handle problems with public courteously and dispense to proper departments. | 5 | S | A, B, G, H, I N, Q, R, S |
| 7. Operate 2-way radio to contact all city departments. | 2 | L | A, C, G, H, R, S |
| 8. Other Misc. duties: A. Complete daily cash report with computer reports. B. Balance cash drawers. C. Answer phone in absence of regular operator. D. Keep information center filled at all times. E. Responsible for cleaning cashier area. | 6 | S | A, B, G, H, I N, Q, R, S |
| 9. Cross-train with Billing Technician on their duties in their absence. (See "Billing Technician") | 1 | S | A, B, G, H, I N, Q, R, S |
| 10. Other duties as assigned. | 1 | S | A, B, G, H, I N, Q, R, S |
| | 100 | | |
| A. STANDING D. LIFTING G. REACHING J. KNEELING M. BENDING P. BALANCING S. TALKING B. SITTING E. CARRYING H. HANDLING K. CROUCHING N. TWISTING Q. VISION T. FOOT CONTROLS | | | |

JOB TITLE: **Cashier I / Customer Service Rep.****PHYSICAL DEMANDS****OVERALL STRENGTH DEMANDS:**SEDENTARY X LIGHT X MEDIUM HEAVY Very Heavy

For each physical demand code listed on Page 1, C=Continuously, F=Frequently,
O=Occasionally, and R=Rarely

| | | | | | | | |
|--------------|--------------|------------------|---------------|--------------|---------------|------------------|---------------|
| A. STANDING | <u> O </u> | G. REACHING | <u> F </u> | M. BENDING | <u> O </u> | S. TALKING | <u> F </u> |
| B. SITTING | <u> C </u> | H. HANDLING | <u> F </u> | N. TWISTING | <u> O </u> | T. FOOT CONTROLS | <u> </u> |
| C. WALKING | <u> O </u> | I. FINE DEXTERIT | <u> C </u> | O. CLIMBING | <u> </u> | U. OTHER: _____ | <u> </u> |
| D. LIFTING | <u> O </u> | J. KNEELING | <u> O </u> | P. BALANCING | <u> </u> | | |
| E. CARRYING | <u> O </u> | K. CROUCHING | <u> O </u> | Q. VISION | <u> C </u> | | |
| F. PUSH/PULL | <u> R </u> | L. CRAWLING | <u> </u> | R. HEARING | <u> F </u> | | |

THIS IS A DESCRIPTION OF THE WAY THIS JOB IS CURRENTLY PERFORMED; IT DOES NOT ADDRESS THE POTENTIAL
FOR ACCOMMODATION.

| Physical Demand | Description |
|-------------------|--|
| Sitting/Standing | For most job tasks: at counter or drive-up (if applicable) on carpet. (chair is 26" high; counter is 44" high) Note: Most counter tasks may be performed sitting. |
| Fine Dexterity | To use computer; adding machine; copier; type-writer; to count change. |
| Vision | For all paperwork; use computer; count money. |
| Handling | Papers, money, office equipment. |
| Hearing/Talking | To communicate with customers at counter and on telephone or with staff. |
| Twisting | Retrieve forms and supplies from under counter either from sitting or kneeling position. |
| Walking | Retrieve computer reports (apx. 45 ft.) |
| Crouching/Bending | To retrieve items under the counter such as old permits, service connects and disconnects, etc. |
| Lifting | Notebooks pertaining to files may weigh up to 7 lbs. Preparing mail out of utility bills by staffing envelopes and filling up trays, empty recycle bin, record storage boxes. |
| Carrying | Trays filled with utility bills, boxes with fiscal year records. |
| Push/Pull | Filing extensions, senior exemption, permits, garbage request, and other forms. |

PHYSICAL DEMANDS

JOB TITLE: Cashier I / Customer Service Rep.

MACHINES, TOOLS, EQUIPMENT AND WORK AIDES

Computer Terminal, 10 key calculator, stamp pads, stapler, staple remover, typewriter, computer printer, telephone, two-way radio, cash receipt printer, copier, fax machine, 3 hole punch.

ENVIRONMENTAL FACTORS

N/A

PROTECTIVE EQUIPMENT

N/A

NON-PHYSICAL DEMANDS

Frequency Codes: F= Frequent O= Occasionally R= Rarely

| | | | |
|--|-------------|---|-------------|
| Time Pressures | <u>O</u> | Emergency Situations | <u> </u> |
| Noisy/Distracting Environment | <u>R</u> | Tedious Exacting Work | <u>F</u> |
| Performing Multiple Tasks Simultaneously | <u>O</u> | Working Closely with Others as part of a Team | <u>F</u> |
| Danger/Physical Abuse | <u> </u> | Irregular Schedule/Overtime | <u>O</u> |
| Frequent Change of Tasks | <u>R</u> | Other (Description Below:) | <u> </u> |

JOB REQUIREMENTS:

FORMAL EDUCATION

High School Diploma or GED

EXPERIENCE

2 Years cash handling experience Required
2 Years Billing and Accounts Receivable Experience Preferred
Excellent customer service skills
Related work preferred

OTHER REQUIREMENTS

Be able to type 40 wpm, Multi-Task, & 10-key by touch.
Be able to use Windows software.
Must be able to keep account information confidential and deter identity theft.

Must have a clear criminal record.

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JOB TITLE: Cashier I / Customer Service Rep.

READING

Utility bills, handwritten correspondence from customers, internal reports and correspondence.

WRITING

Receipts; letters, work-orders.

MATH

Calculate monetary amounts and business account deposits.

OTHER REQUIRED SKILLS:

Reasoning, Supervisory, Managerial, Interpersonal:

Reasoning - Determine appropriate course of action to respond to customer requests.

Supervisory, Managerial - N/A

Interpersonal - Ability to maintain courteous manner when dealing with irate customers.

SIGNATURES - REVIEW AND COMMENT

I have reviewed this job analysis and its attachments and find it to be a fair description of the demands of the job.

I have reviewed the experience and qualification requirements of the job and I feel I am qualified.

Applicant / Employee - Print Name

Signature

Date

Emma Rocha/Customer Service
Utility Supervisor

Supervisor- Print Name and Title

Signature

Date

Comments: _____
