

City of Martinsburg



JOB: CASHIER I

DATE: 9/20/2018

PAY GRADE: 7

**REPORTS TO: ACCOUNTANT &
FINANCE DIRECTOR**

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1. TASK & DUTIES LIST AND MEASURES OF PERFORMANCE FOR: CASHIER I

- **PAY STATUS: NON-EXEMPT**

2. REQUIREMENTS:

	Education:	Minimum High School Diploma or Equivalent with specialized course work in general office practices, communications, accounting and/or cashiering. A comparable amount of training, education or experience may be substituted for the minimum qualifications.	
	Licensing, Registration or Certification:	Background check must be satisfactory. Pre-employment screenings must be passed. Must possess and maintain a valid driver's license. Must be bondable.	
	Experience	Some advanced education or training preferred.	
	Skills, Knowledge and Abilities:	This position requires clerical, accounting, financial and administrative skills performed with speed and accuracy. Knowledge and understanding of application software utilizing on-line real-time concepts. Customer service experience in responding to customer needs. A strong customer service orientation is essential. Self-starting and self initiating skills. Experience with current computer software technologies (i.e., Microsoft Windows, Word, and Excel). Ability to access, input and retrieve information from a computer. Comprehensive knowledge of applicable provisions of the State of West Virginia. Knowledge of operation of City government. Ability to operate network computer, personal computer, printers, modems, calculators, copy machine, fax machine, postage machine and basic diagnostic computer equipment. Ability to establish and maintain effective working relationships with co-workers, other departments, officials, vendors and the public. Ability to work under pressure and with frequent interruptions. Ability to work effectively and consistently with the public and other employees in a calm, reasonable and rational manner. Ability to work within deadlines. Ability to utilize math skills accurately and quickly. Ability to communicate effectively, both verbally and in writing.	
	Physical:	Body Positions:	Standing, walking, sitting,

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		Body Movements:	Use hands to finger, handle, feel or operate objects, tools, or controls. Reach with hands and arms. Occasionally lift and/or move up to 25 pounds. Driving.
		Body Senses	Sight, hearing, speech and smell. Must be able to speak and hear. Specific vision abilities include close vision and the ability to adjust focus.
	Mental:	Language	Ability to read, speak and write English. Ability to effectively communicate and project positive attitude. Must be able to communicate effectively verbally and in writing.
		Supervision Exercised	None
		Reasonable Accommodations	Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

3. WORKING CONDITIONS: Most work is generally in an office environment. Noise level is usually minimal and environment is comfortable. May be required to occasionally deliver or retrieve items from off site locations. Few hazards exist with this position.

4. TASKS and DUTIES OF JOB: General Definition: Performs a variety of technical, accounting, financial and administrative functions for the City with speed and accuracy while ensuring customers a prompt response to their inquiries or payment requests.

1	Maintains the confidentiality of work as required by local, state, and/or federal law.
2	Performs routine clerical and cashier duties.
3	Receives cash, checks (in the form of payments) from employees, City residents, vendors and others in person or by mail. Makes proper change accurately and promptly, validates payments and issues receipts.
4	Processes payment information on the City's computer system, personal computer, and/or cash register.
5	Processes B & O Tax payments and posts the charges to customer accounts when B & O Tax

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	payments are received.
6	Posts miscellaneous charges, as necessary, to customer accounts (i.e. water and sewer reconnect fees, extra garbage pickup fees, etc.).
7	Prepares daily reports and compares total daily receipts of cash, checks, money orders etc, to the cash register total; reconciles cash drawer; prepares deposit slips for daily bank deposit.
8	Receives and verifies the City's Municipal Court Cashier's receipts.
9	Files all daily receipt documents with the appropriate departments.
10	Types and edits a variety of correspondence, reports, memorandums and other documents requiring judgment as to content, accuracy and completeness.
11	Inputs data to standard department forms and compiles data for management use.
12	Picks up mail at post office, sorts, and opens or distributes mail to the appropriate departments on a daily basis.
13	Schedule extra garbage pickups for the Sanitation Department.
14	Answers incoming calls and verbal requests for information regarding billings or services; handles questions and matters of a less technical nature; responds to citizen complaints or directs calls to the appropriate City staff for response.
15	Directs telephone calls from the switchboard to the proper department.
16	Serves as temporary backup to other department positions as necessary.
17	Any and all other duties assigned by the Accountant or Finance Director.

5. MEASURES OF PERFORMANCE:

1	Has a thorough understanding of job duties.
2	Shows an interest in job and City.
3	Communicates effectively with co-workers and supervisors. Maintains positive relationships with co-workers and all contacts.
4	Accepts and adapts to change, Learns new things quickly.

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5	Cares about quality-rarely makes errors, Requires little direct supervision.
6	Has ability to multi task in changing situations, without undue stress or frustration.
8	Practices quality customer service/phone manner.
9	Accurate in duties as assigned.
10	Prepares required reports accurately and timely.
11	Strives to develop and maintain skills necessary to progress in the Cashier I position. Seeks opportunities to grow and develop in position.

I have reviewed and understand the task and duty description. The job description is not exhaustive, but is merely an accurate list of the current job. Supervision reserves the right to revise the job description or require that other tasks be performed when the circumstances of the job change: example, emergencies, changes in personnel, workload or technical development.

<table style="width: 100%; border: none;"> <tr> <td style="width: 33%;">Employee</td> <td style="width: 15%;">Date</td> <td style="width: 33%;">Supervisor</td> <td style="width: 15%;">Date</td> </tr> </table>	Employee	Date	Supervisor	Date
Employee	Date	Supervisor	Date	