CASHIER/FINANCE AIDE

DEFINITION

Under general supervision of higher level staff, performs cashier, switchboard, and customer service duties; assists with the maintenance of utility billing records and accounts; and performs related duties as assigned.

CLASS CHARACTERISTICS

This is an entry-level class in the finance office support series performing data entry; cashiering; front counter; and utility billing support activities, including serving as the primary cashier for utility and other billing activities; operating the main switchboard; and providing direct assistance to customers in person and on the telephone. Work requires heavy interaction with the public. This class is distinguished from Finance Clerk in that the latter is a higher-level class in the series and performs more technical and varied finance and accounting support duties.

EXAMPLES OF DUTIES

- Performs cashier functions, including receiving utility and other revenue payments via cash, checks and credit card, making change, issuing receipts, posting in cash receipting program, reconciling cash drawer and preparing related reports.
- Assists customers, departments, and employees, in person and on a multi-line telephone
 system, by providing answers and information regarding specific account information,
 discrepancies and/or basic accounting procedures; provides information and instruction
 regarding starting and discontinuing water/sewer service; processes applications for city
 licenses and permits in accordance with established procedures.
- Operates the City's main switchboard, providing information and directing customers accordingly.
- Operates a computer for data input and related report generation, using common business software applications, as well as industry specific applications.
- Operates a 10-key calculator with speed and accuracy in performing duties, including providing or updating account information, reconciling posting, and making change.
- Receives, sorts, and distributes incoming mail for all City departments.
- Performs general office support duties, including filing, record keeping, and preparing routine correspondence.
- Assists finance personnel as required.
- Performs other duties as assigned.

REQUIREMENTS

Knowledge of: Standard office procedures and practices, including typing, filing, records maintenance; basic business arithmetic; use of personal computers; techniques providing a high level of customer service to public and City staff, in person and over the telephone; basic business computer software, including word processing, spreadsheet and database programs; and principles and practices of cashiering and accounting for cash.

Ability to: Read, understand, interpret and apply a wide variety of written materials, guidelines, and procedures; perform basic mathematical calculations required for business and cash management duties; operate standard office machines and equipment, including personal computers and applicable software applications, fax machines, postage machines, copy machines, and multi-line telephone systems; operate a 10-key calculator with speed and accuracy; prioritize work; effectively communicate and work with a high level of public contact and diverse customer base; establish and maintain effective relationships with others contacted in the course of work.

OTHER REQUIREMENTS

• Must possess a valid California Driver's License.

PHYSICAL REQUIREMENTS

Work is performed in an office environment. Must be able to perform the physical aspects of the job, including standing for long periods of time; operate standard office equipment, including a computer; hearing and speech to communicate in person and over the telephone; lift, push, pull, and carry up to 25 lbs.; interact with a diverse range of people, which may sometimes include angry or upset situations.

EXPERIENCE AND TRAINING

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to graduation from high school; and at least one (1) year customer service/general office experience which includes high public contact and basic bookkeeping or variety of cashiering duties.