

**MAJOR FUNCTION**

This is independent clerical work in providing information to the public and interpreting customer accounts and processing monetary transactions for utility payments, utility deposits, parking tickets, accounts receivable payments, bad debt payments, returned checks, sale of transit fares, sports equipment and fees, and in scheduling sporting activities, and disseminating information. Work involves responsibility for dispersing of information, rules and regulations, bus tokens, monthly passes, change, schedules, and route information. Continuous public contact is an important part of the work of this class and requires the exercise of considerable patience, judgment and initiative. Work is performed under the general supervision of a supervisor and is checked by daily reconciliation of monies and by periodic audits and receipts, through observation, conversation, analysis of reports, and review of results attained.

**ESSENTIAL AND OTHER IMPORTANT JOB DUTIES****Essential Duties**

Assists the customers with payments for utilities, parking tickets, accounts receivable, bad debts, returned checks and other fees by receiving the monetary transactions, analyzing on-line account information, applying the payments to the correct accounts, preparing receipts and validating payments, and assisting the public with information concerning a variety of City services, facilities and events. Reserves and schedules multiple City facilities for use by the public. Sells and rents equipment to the public related to the activities to which the position is assigned. Rents lockers, collects fees and answers multi-line telephones. Assists users by providing them with information pertaining to routes, schedules, fares, special services, promotions, local events, and attractions. Orders bus tokens, monthly passes, and change for purposes of selling and/or making change. Balances monies received against receipted copies of bills and register tapes; prepares daily settlement of monies; counts, rolls and bands monies received. Prepares bank deposits. Assists in the issuance of disconnect and reconnect work orders. Assists in the processing of mail payments, returned check notices, business tax payments and the processing of bank drafts. May assist in the collection of other City revenue, such as parking meter monies, taxes or processes as requested. Researches accounts to verify balance due from customers as necessary. Performs related work as required.

**Other Important Duties**

Operates a coin changer, validating machine, adding machine, credit card terminals and other office machines. Files records and reports and performs related clerical work as assigned. Schedules tee times and tennis courts; disseminates information. Performs related work as required.

**DESIRABLE QUALIFICATIONS****Knowledge, Abilities and Skills**

Considerable knowledge of principles and practices of cashiering, business math, and procedures, methods, and equipment with particular reference to receiving and accounting for the receipt of cash. Considerable knowledge of the methods of handling, receipting, balancing and maintaining records of monetary transactions. Considerable knowledge of on-line revenue collection terminology and equipment. Considerable knowledge of customer service and problem solving techniques. Ability to analyze customer accounts, communicate payment information clearly and concisely, make rapid and accurate mathematical computations and correctly apply payments using complex computer systems. Ability to understand ordinances, rules and regulations relative to parking tickets, fees, utility billings, payments and connect/disconnect policies. Ability to deal with the public professionally and efficiently under stressful circumstances. Ability to work alone for long periods of time. Ability to schedule the use of multiple facilities by the public. Ability to relate time schedules and bus routes to the public. Ability to establish and maintain effective working relationships as necessitated by the work. Skill in

the operation of microcomputers, cash registers, adding machines and other specialized equipment that might be used in payment processing (receipt printers, remittance processing machines, scanners, image systems, etc.). Knowledge of Microsoft applications such as Word and Excel.

Minimum Training and Experience

Possession of a high school diploma or an equivalent recognized certificate and three years of experience as a teller or cashier; or an equivalent combination of training and experience.

Established: 03-08-84  
Revised: 12-23-85  
01-16-90  
01-24-92  
01-30-92  
05-10-93  
08-09-95  
09-03-03  
10-14-03\*  
08-24-09\*  
10-05-11  
10-12-12