

CASHIER/ RECEPTIONIST

CITY OF LOS FRESNOS

GENERAL STATEMENT OF DUTIES

Perform accounting and clerical work assisting citizens with service inquiries, permits, complaints, payments, applications for service, answer telephones, take messages, and greet visitors. Perform clerical work in the receipt and processing of monies due the City of Los Fresnos.

DISTINGUISHING FEATURES OF POSITION

Receives assignments from Finance Director, although regular assignments may be performed more independently. Perform clerical and cashier duties in receiving monies and issuing receipts on all City services payments. Employee works independently in performing recurring duties. Tact, courtesy and firmness are required in dealing with the public concerning service matters; however, advice is readily available to provide assistance on unusual matters or problems. Reports directly to the Finance Director.

Perform a variety of accounting and clerical duties which require the application of some independent judgment. Work requires extensive involvement assisting citizens with inquiries about services provided by the Waterworks System and City permitting/inspections interpreting routine policies and regulations on the basis of training and knowledge gained through experience on the job. Advice is available on unusual work problems and work is reviewed or checked in progress and upon completion for accuracy and adherence to department standards and procedures.

Extensive contact with public over the telephone and in person. Telephone messages should be taken and distributed to the individual staff member timely.

Work is performed under direct supervision and is evaluated by the efficiency and accuracy of work performed.

ESSENTIAL FUNCTIONS

Receive bill, court, permitting/inspection, and all other miscellaneous City payments over the counter, through the mail, internet credit card, and night deposit; process monies to proper account and payment receipts for all City of Los Fresnos payments. Balance daily receipts with cash on hand; prepare and maintain related records.

Receive citizen inquiries, walk in or by phone, concerning departmental operations, services and regulations services; research problems; make limited decisions within the framework of department rules and policies and communicate decisions to the public. Prepare work orders as necessary.

Assists customers on various permit applications and processes. Maintains files for each permit/inspection requests with necessary documentation. Provides inspector necessary permit/inspection information to perform inspections accordingly.

Obtain information necessary to connect or disconnect utility services.

Operate office equipment such as a computer terminal, calculator, mobile radio telephone fax/copy machine and typewriter.

File adjustment sheets, service/work orders, and daily payment stubs.

Participate in the maintenance of department records and reports; file and retrieve material; post data to records.

Complete necessary forms to follow through with customer service needs.

Explain procedures or refer citizens to proper authority.

Explain required service changes, meter deposits, installation procedures, billing charges and utility disconnection procedures.

Provides exceptional customer service.

Perform other work as required.

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of standard office methods and procedures, business English, spelling and arithmetic.

Ability to perform mathematical computations with speed and accuracy.

Knowledge of the operation of a computer terminal and Microsoft Office.

Skill in the use of a variety of office machines and some typing ability.

Ability to learn policies, procedures, and office and equipment operations related to work assignments within a reasonable training period.

Ability to establish and maintain effective working relationships as necessitated by work assignments.

Ability to communicate in English and Spanish.

Ability to practice skills, and obtain knowledge of the next level higher position to prepare for advancement.

EXPERIENCE AND TRAINING

Graduation from high school, or equivalent combination of experience and training.

Ability to utilize ten key calculator and use a computer.

PHYSICAL DEMANDS

Must be able to:

- Stand
- Walk
- Sit
- Stoop, kneel, crouch, or crawl
- Use hands to finger, handle or feel
- Reach with hands and arms
- Talk or hear
- Communicate professionally and courteously with irate customers**

Exert or Lift:

Up to 25 lbs.

Environmental conditions include: Fast paced environment

Typical noise level is: **High**

The above statements are intended to describe the general nature and level of work being performed by employees assigned to this position. They are not intended to be thought of as a complete list of all possible responsibilities, duties, and/ or skills of all personnel so classified, The “performs other work as a required/assigned” statement about is to be understood that it may be necessary to expand an employee’s duties and or responsibilities on a daily or permanent basis.

THE CITY OF LOS FRESNOS GOAL IS TO ENSURE CUSTOMERS RECEIVE THE BEST POSSIBLE EXPERIENCE WHEN VISITING CITY HALL.

Employee Signature

Date

Department Head Signature

Date

City Manager Signature

Date