

**SHEFFIELD UTILITIES
POSITION DESCRIPTION
FOR
CASHIER**

DEPARTMENT X ELECTRIC
 X GAS
 X WATER
 X WASTEWATER

COST CENTER 200 MAJOR

DATE	APPROVED BY
07/23/2020	<i>S. Hargrove</i>
ORIG. DATE	
LAST REVISION	August 18, 2014; August 15, 2014; September 1, 2010

REPORTS TO: Office Lead

DIRECTS: None

ESSENTIAL QUALIFICATIONS:

EDUCATION:

High school graduate or equivalent.

EXPERIENCE: Cash register experience.

KNOWLEDGE/ABILITIES/SKILLS:

1. Shall be able to operate a PC and a 10-key calculator
2. Ability to support and adhere to Sheffield Utilities Core Values is essential to this position.

WORK ENVIRONMENT: Heated and air-conditioned office. Workspace shall be organized/maintained in a safe, neat, and orderly manner.

RESIDENCY POLICY: Shall abide by the Residency Policy of Sheffield Utilities.

PHYSICAL DEMANDS:

1. Continuous sitting or standing.
2. The ability to orally communicate by phone or radio and person-to-person in the English language.
3. The ability to see, read, and comprehend written material in the English language.

NATURE & SCOPE OF RELATIONSHIPS:

INSIDE COMPANY:

This position shall have the ability to communicate and work with all departments of Sheffield Utilities. Also, this position shall promote and support morale and harmony within the Department by respecting others and dispelling gossip.

CUSTOMER SERVICE MANAGER: When necessary, this position verifies payments and reinstates with the Customer Service Manager.

OTHER EMPLOYEES:

1. Cooperate in maintaining good working relationships.
2. Improving morale.
3. Exchange ideas, information, and job experiences that will benefit the entire organization.

PUBLIC:

1. Shall courteously greet customers and project a favorable image of Sheffield Utilities by making customers feel they are important to the Utilities.
2. Shall post all transactions accurately and efficiently.
3. Shall assist customers in answering inquiries and directing them to other department for further assistance as needed.

GENERAL DESCRIPTION OF POSITION:

This position shall accurately record all payment transactions made by customers coming into the office.

TYPICAL ACTIVITIES PERFORMED BY THE INDIVIDUAL ASSIGNED TO THE POSITION:

1. Shall accurately record all transactions as described in the General Description.
2. Shall balance register daily.
3. Shall correctly answer questions from customers, or direct customer to appropriate department.
4. May be required to answer the telephone, take Customer applications, handle Customer Service issues, and may be required to assist with processing mail payments.
5. Shall perform other tasks as assigned by the Office Lead and the Chief Financial Officer and/or Management.

This position description provides an overview of the referenced position, but the job is not limited by this description. In other words, the individual performing this job may be called upon to perform other duties not listed herein at any time as directed by Management of Sheffield Utilities.