



CITY OF HOUSTON

JOB DESCRIPTION

Job Code: 487.2

Job Title: **CASHIER**

Pay Grade: 6

GENERAL SUMMARY:

Performs routine tasks related to collecting and recording payments and fees from customers. Accountable for accurate handling of money and courteous customer service.

RESPONSIBILITIES:

- Determines and records amount of payment received from customers.
- Collects payments; makes change; balances cash fund.
- Answers customers' questions.
- Operates cash registers, ten-key adding machines, parking gates, ticket machines, clocks and similar mechanical devices integral to the specific collection activity.
- Prepares daily activity reports.
- Issues, records and controls receipts, tickets and other documents as required.

SPECIFICATIONS:

KNOWLEDGE:

Ability to read, write, add, subtract and follow oral and/or basic written instructions as might normally be acquired through nine to eleven years of formal schooling. No special knowledge of any subject area or technical field is required.

EXPERIENCE:

No experience is required.

COMPLEXITY:

Work consists of routine standard procedures and tasks where simple analytical ability is required to select and execute actions.

IMPACT OF ACTIONS:

Errors in work typically lead to minor inconvenience and costs. Work is typically performed under close supervision of simple routine duties to ensure completion; or tasks are so highly routine that they may simply require following standardized instructions without continuous direct supervisory observation.

SUPERVISION EXERCISED:

Direct Supervision:

No direct report employees.

SPECIFICATIONS: (continued)

SUPERVISION EXERCISED: (continued)

Indirect Supervision:

No indirect reports.

CONTACTS:

Internal Contacts:

Level of internal contact is extremely infrequent with virtually no contact beyond the immediate work unit/area. Interaction involves routine information exchange and/or simple service activity requiring common courtesy; e.g., answering questions, giving directions in response to simple requests.

External Contacts:

Level of external contact is primarily with citizens, visitors and/or mid-level representatives of government agencies, guests, vendors and professional contacts with allied organizations. Interaction involves routine information exchange and/or simple service activity that requires common courtesy; e.g., directing calls and answering simple questions.

PHYSICAL EFFORT:

The position is physically comfortable most of the time with occasional periods of stooping, bending and/or light lifting of materials of up to 10 pounds.

WORK ENVIRONMENT:

There are occasional minor discomforts from exposure to less-than-optimal temperature and air conditions. The position may involve dealing with modestly unpleasant situations, as with occasional exposure to office chemicals and/or extensive use of a video display terminal.

PHYSICAL SKILL:

Requires the ability to make coordinated gross motor movements in response to changing external stimuli within moderately demanding tolerances; or the ability to make coordinated eye/hand movements on a patterned response space within low tolerance demands with no real speed requirements.

MISCELLANEOUS:

All duties and responsibilities may not be included in the above job description.

JOB FAMILY:

Cashier
Senior Cashier

*Effective: October 1990
Revised: December 1991*