



# CITY OF HOUSTON

## JOB DESCRIPTION

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Job Code: 487.8

Job Title: **SENIOR CUSTOMER SERVICE CASHIER**

Pay Grade: 13

### **GENERAL SUMMARY:**

Assists customers by accepting payments, making change, crediting payments to accounts and answering questions relating to accounts. Acts as a lead for Customer Service Cashiers.

### **RESPONSIBILITIES:**

- Acts as a lead for Customer Service Cashiers: assists supervisor in preparing work assignments, monitoring work flow, providing training in policies and procedures, and scheduling breaks.
- Handles the more difficult customer accounts and/or complaints.
- Accepts customer payments, makes change, and processes payments through the on-line cashiering system.
- Balances daily money collections on cashiering system.
- Reconciles all cash and checks to summary reports and makes bank deposits daily.
- Acts as a source of information to the public including the initial research and resolution of citizens' problems.
- Prints, retrieves and distributes a variety of reports from the on-line cashiering system. The reports include summary cashier balances, summary cashier deposits, bank deposits, itemized tenders, journal searches, and reconciliation totals.

### **SPECIFICATIONS:**

#### **KNOWLEDGE:**

Basic knowledge of grammar, spelling, punctuation and simple mathematical functions like percentages, ratios, etc. as might normally be acquired through attainment of a high school diploma or a GED.

#### **EXPERIENCE:**

Two years of money handling experience are required.

#### **COMPLEXITY:**

Work consists of fairly standard procedures and tasks where basic analytic ability is required, as in the comparison of numbers and simple facts in selecting the correct action.

#### **IMPACT OF ACTIONS:**

Errors in work lead to minor inconvenience and incur some costs. Work is typically performed under close to moderate supervision of routine duties to ensure completion of tasks. The supervisor is generally close by to answer questions.

## **SPECIFICATIONS: (continued)**

### **SUPERVISION EXERCISED:**

#### **Direct Supervision:**

Involves general scheduling and review of work as a "working supervisor" or lead person.

#### **Indirect Supervision:**

No indirect reports.

### **CONTACTS:**

#### **Internal Contacts:**

Level of internal contact is primarily with the clerical and technical staffs. 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 information exchange and/or simple service activity requiring moderate tact and cooperation.

### **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 no major sources of discomfort, i.e., essentially normal office environment with acceptable lighting, temperature and air conditions.

### **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:**

Customer Service Cashier  
Senior Customer Service Cashier

*Effective: January 1996*