



CASHIER

DEFINITION

Under general supervision, oversees and performs various cashiering and accounting duties; reviews and processes requests for refunds; provides direction and training to student workers; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned supervisory and managerial staff. Provides technical and functional direction and training to assigned student workers.

CLASS CHARACTERISTICS

This is a journey-level classification responsible for performing the full range of duties as assigned, work independently, and exercise judgment and initiative. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit. This class is distinguished from the Coordinator, Cashier Services in that the latter is responsible for planning, organizing, and coordinating cashier and customer service operations including the implementation of goals and objectives and oversight of performance, reporting, and accountability for assigned operations.

EXAMPLES OF TYPICAL FUNCTIONS (Illustrative Only)

- Oversees and performs cashiering and accounting duties such as billing, collections, deposits, reconciliation, posting to student accounts, and fund transfers; ensures collection and security of monies according to established policies and procedures.
- Reviews electronic cashiering system transactions to ensure accuracy of calculations; identifies system problems and makes corrections and/or refers issues to appropriate staff for resolution.
- Analyzes student refund requests; determines eligibility and amount of refunds; requests, reconciles, and monitors refund monies; audits and researches student accounts and calculates ending balances; resolves formal disputes according to established procedures.
- Provides direction, training, orientation, and guidance to assigned student workers; plans, schedules, prioritizes, and assigns work; explains and provides guidance on College policies and procedures; and reviews and controls quality of work.
- Determines and recommends equipment, materials, and staffing needs to maintain efficient and effective operations with appropriate justifications, as required; prepares detailed cost estimates; maintains a variety of records and prepares routine reports of work performance.
- Monitors and updates third party billing system; ensures system users follow established policies and procedures; monitors and ensures accuracy of deposits to student accounts; creates payment plans for students as needed.
- Sets up and operates cash registers, collects monies, and issues receipts; checks with cashiers and ensures cash registers have sufficient funds for transactions.
- Reconciles daily cashier sales and refund reports, bank deposits, and electronic charges and transactions; prepares daily reports and bank deposits.
- Processes deposits for College departments; processes petty cash request from staff.

- Researches and analyzes data from various sources; prepares a variety of reports according to established procedures and practices; inputs and retrieves data from various database systems.
- Organizes and maintains accurate and detailed databases, files, and records, verifies accuracy of information, researches discrepancies, and records information.
- Performs a variety of program and/or department support such as reviewing a wide variety of student and program data, records, and information to ensure compliance with policies, procedures, and state and federal regulations and acting as a liaison between staff, students, parents, and the public, coordinating resolutions to issues, problems, and complaints as appropriate.
- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Cashiering and customer service procedures and techniques.
- Basic accounting practices, procedures, and terminology.
- Applicable federal, state, and local laws, rules, regulations, ordinances, and District policies and procedures relevant to assigned area of responsibility.
- Record keeping and filing systems and methods.
- Principles and practices of data collection and report preparation.
- Principles of providing functional direction and training.
- Basic business arithmetic and bookkeeping.
- Methods of preparing and processing various records, reports, forms, and other documents specific to assigned program, department, or division.
- Modern office practices, procedures, technology, and computer equipment and applications, including word processing, database, and spreadsheet applications.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for providing a high level of customer service by effectively dealing with the public, students, and District staff, including individuals of diverse academic, socio-economic, ethnic, religious, and cultural backgrounds, disability, and sexual orientation.

Ability to:

- Demonstrate understanding of, sensitivity to, and respect for the diverse academic, socio-economic, ethnic, religious, and cultural backgrounds, disability, and sexual orientation of community college students, faculty and staff.
- Perform detailed cashiering and accounting support work accurately and in a timely manner.
- Interpret, apply, and explain applicable federal, state, and local laws, rules, regulations, ordinances, and District policies and procedures relevant to assigned area of responsibility.
- Prepare, review, and present reports in a clear and concise manner.
- Maintain accurate databases, records, and files.
- Compose reports independently or from brief instructions.
- Plan, organize, schedule, assign, train, and review the work of assigned staff.
- Perform arithmetic and financial computations accurately.
- Organize own work, set priorities, and meet critical time deadlines.
- Effectively use computer systems, software, and modern business equipment to perform a variety of work tasks.
- Use English effectively to communicate in person, over the telephone, and in writing.

- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience which would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to completion of the twelfth (12th) grade and three (3) years of cashiering experience.

Licenses and Certifications:

None.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer and cash register; vision to read printed materials and a computer screen and cash register; and hearing and speech to communicate in person and over the telephone. Standing in and walking between work areas is frequently required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate the equipment mentioned above. Positions in this classification frequently bend, stoop, kneel, and reach to perform assigned duties, as well as push and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds with the use of proper equipment. Reasonable accommodations will be made for individuals on a case-by-case basis.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances.

Salary Grade: C1-41

FLSA: Non-Exempt

EEO Code: H-40

Board Approved: April 2021