

CURRENT EMPLOYMENT OPPORTUNITIES:

Job Title: CASHIER Job Code: 1104 Pay Grade: 10

Full-Time: Part-Time: Temporary: Seasonal: Other: _____

Department: UTILITY BILLING

Salary: \$26,069.84 / Annual Hourly Rate: \$12.53 Per Hour

Days/Times: 8:30 AM TO 5 PM - Monday thru Friday

Closing Date: Not stipulated

Application Information:

Interested and QUALIFIED persons should complete a City of Carrollton Employment Application at Carrollton City Hall, 315 Bradley Street, 1st Floor, Carrollton, GA 30117 - (770) 830-2000.

Department Contact Name: Wanda Johnson, Utility Billing Manager

Contact Number & Email: (770) 830-2000 / wjohnson@carrollton-ga.gov

**** Please note that successful candidates for employment must pass a background check and drug screening prior to employment. ****

GENERAL STATEMENT OF JOB:

Under general supervision, performs cashier duties; accepts various payments and new customer applications, handles customer complaints, makes deposits, checks work orders, opens mail and documents monies received. Reports to the Utility Billing Manager.

SPECIFIC DUTIES AND RESPONSIBILITIES / ESSENTIAL JOB FUNCTIONS:

Accepts payments for water bills and taxes.

Accepts and processes new customer applications; prepares customer final information for billing.

Performs public relations activities by handling various customer complaints or concerns.

Checks work orders for leaks and/or misreads.

Counts monies collected from fines.

Enters debits and credits, or enters payment data into the computer as necessary.

Prepares work orders to verify that a consumer is living at particular residence and/or when a meter needs to be changed or is leaking.

Assigns account numbers.

Loads and unloads meter cards from hand held computers from meter readers; runs a reports update utility package for billing procedure.

Conducts accurate and appropriate cash drawer procedures; balances all activities daily, and updates accounting record.

Makes daily deposit to banks.

Prepares and maintains appropriate files.

ADDITIONAL JOB FUNCTIONS:

Performs other related duties as required.

MINIMUM TRAINING AND QUALIFICATIONS

High school diploma (or GED equivalent) with one to three years of accounting, general office, bookkeeping (or related) experience; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this position.

**(ADA) MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED
TO PERFORM ESSENTIAL JOB FUNCTIONS**

PHYSICAL REQUIREMENTS: Must be physically able to operate a variety of office machines, such as a cash register, computer, printer, calculator, telephone, typewriter, two-way radio, fax machine, copy machine, etc. Must be able to use body members to work, move or carry objects or materials. Must be able to exert up to twenty pounds of force occasionally, and/or up to ten pounds of force frequently. Physical demand requirements are at levels of those for sedentary work. Must be able to lift and/or carry weight of twenty to forty pounds.

DATA CONCEPTION: Requires the ability to compare and or judge the readily observable functional, technical, structural, or compositional characteristics (whether similar to or divergent from obvious standards) of data, people, or things.

INTERPERSONAL COMMUNICATION: Requires the ability of speaking and/or signaling people to convey or exchange financial information. Includes giving assignments and/or directions to co-workers.

LANGUAGE ABILITY: Requires ability to read a variety of informational documentation, directions, instructions, and methods and procedures. Requires the ability to write reports with proper format, punctuation, spelling and grammar, using all parts of speech. Requires the ability to speak with and before others with poise, voice control and confidence using correct English and a well-modulated voice.

INTELLIGENCE: Requires the ability to learn and understand basic principles and techniques; to make independent judgments in absence of supervision; to acquire knowledge of topics related to the position of Cashier.

VERBAL APTITUDE: Requires the ability to record and deliver information to supervisors and elected officials; to explain procedures and policies; and to follow verbal and written instructions, guidelines and objectives.

NUMERICAL APTITUDE: Requires the ability to utilize mathematical formulas; add and subtract totals; multiply and divide; determine percentages; determine time and weight.

FORM/SPATIAL APTITUDE: Requires the ability to inspect items for proper length, width, and shape, visually with office equipment and recording devices.

MOTOR COORDINATION: Requires the ability to coordinate hands and eyes in using automated office equipment.

MANUAL DEXTERITY: Requires the ability to handle a variety of items, office equipment, control knobs, switches, etc. Must have the ability to use one hand for twisting or turning motion while coordinating other hand with different activities. Must have minimal levels of eye/hand/foot coordination.

COLOR DISCRIMINATION: May require the ability to differentiate colors and shades of color.

INTERPERSONAL TEMPERAMENT: Requires the ability to deal with people (i.e. staff, supervisors, general public, and elected officials) beyond giving and receiving instructions such as in interpreting departmental policies and procedures. Must be adaptable to performing under minimal stress when confronted with an emergency.

PHYSICAL COMMUNICATION: Requires the ability to talk and/or hear: (talking - expressing or exchanging ideas by means of spoken words). (Hearing - perceiving nature of sounds by ear).

PERFORMANCE INDICATORS

Knowledge of Job: Has general knowledge of the policies, procedures and activities of the City and bookkeeping and accounting practices as they pertain to the performance of duties relating to the position of Cashier. Has general knowledge of bookkeeping and accounting practices as necessary in the completion of daily responsibilities. Knows how to keep abreast of any changes in policy, methods, computer operations, equipment needs, etc. as they pertain to departmental operations and activities. Is able to effectively communicate and interact with supervisors, and all other groups involved in the activities of the department. Is able to assemble information and make written reports and documents in a concise, clear and effective manner. Is able to use independent judgment as situations warrant. Has the ability to comprehend, interpret, and apply regulations, procedures, and related information. Has comprehensive knowledge of the terminology, principles, and methods utilized within the department. Has the mathematical ability to handle required calculations using percentages and decimals. Is knowledgeable and proficient with computers.

Quality of Work: Maintains high standards of accuracy in exercising duties and responsibilities. Exercises immediate remedial action to correct any quality deficiencies that occur in areas of responsibility. Maintains high quality communication and interacts with all departments and divisions, co-workers and the general public.

Quantity of Work: Performs described "Essential Functions" and related assignments efficiently and effectively in order to produce quantity of work which consistently meets standards and expectations of the organization.

Dependability: Assumes responsibility for doing assigned work and for meeting deadlines. Completes assigned work on or before deadlines in accordance with directives, policy, standards and prescribed procedures. Remains accountable to assigned responsibilities in the technical, human and conceptual areas.

Attendance: Attends and remains at work regularly and adheres to policies and procedures regarding absences and tardiness. Provides adequate notice to supervisors with respect to vacation time and time-off requests.

Initiative and Enthusiasm: Maintains an enthusiastic, self-reliant and self-starting approach to meet job responsibilities and accountabilities. Strives to anticipate work to be done and initiates proper and acceptable direction for the completion of work with a minimum of supervision and instruction.

Judgment: Exercises analytical judgment in areas of responsibility. Identifies problems or situations as they occur and specifies decision objectives. Identifies or assists in identifying alternative solutions to problems or situations. Implements decisions in accordance with prescribed and effective policies and procedures and with a minimum of errors. Seeks expert or experienced advice where appropriate and researches problems, situations and alternatives before exercising judgment.

Cooperation: Accepts supervisory instruction and direction and strives to meet the goals and objectives of same. Questions such instruction and direction when clarification of results or consequences are justified, i.e., poor communications, variance with City and/or department policies or procedures, etc. Offers suggestions and recommendations to encourage and improve cooperation between staff persons and departments within the City.

Relationships with Others: Shares knowledge with managers, supervisors and staff for mutual and departmental benefit. Contributes to maintaining high morale among all department employees. Develops and maintains cooperative and courteous relationships with department staff, employees and managers in other departments, representatives from organizations, and the public so as to maintain good will toward the department and to project a good department image. Tactfully and effectively handles requests, suggestions and complaints from other departments and persons in order to maintain good will within the department. Emphasizes the importance of maintaining a positive image within the department. Interacts effectively with City Clerk, department heads, staff, elected officials, and the general public.

Coordination of Work: Plans and organizes daily work routine. Establishes priorities for the completion of work in accordance with sound time-management methodology. Avoids duplication of effort. Estimates expected time of completion of work assignments and establishes a personal schedule accordingly. Attends required meetings, planning sessions and discussions on time. Implements work activity in accordance with priorities and estimated schedules.

Safety and Housekeeping: Adheres to all safety and housekeeping standards established by the department and various regulatory agencies. Sees that the standards are not violated. Maintains a clean and orderly workplace.