



HUMAN RESOURCES DEPARTMENT

POSITION DESCRIPTION

TITLE:	Cashier Supervisor	LAST UPDATED:	September 7, 2016
DEPARTMENT:	Financial Services	JOB CLASS:	140
REPORTS TO:	Revenue Collections Manager	FLSA DESIGNATION:	Exempt

Summary: Under general supervision of the Revenue Collections Manager, ensure accurate and timely collection of city fees and monies by supervising the Cashiering functions at City Hall. Manage bad debt collection for Revenue Collections. Ensure excellence in customer service to citizens and city employees. Serves as Head Teller and Vault Supervisor. Supervises assigned staff.

The intent of this position description is to provide a representative summary of the major duties and responsibilities performed by incumbent(s) in this position. Incumbent(s) may not be required to perform all duties in this description and incumbent(s) may be required to perform position-related tasks other than those specifically listed in this description.

Essential Job Functions:

- Supervises the collection and processing of utility payments, PID payment, billing invoice payment, and miscellaneous revenues collected by all City Departments.
- Serves as the liaison between Cashier's Office and collection agency and sends all accounts to collection agency based on policies and procedures.
- Hires, trains, evaluates schedules, and supervises assigned staff.
- Evaluates and implements policies and procedures that enhance the efficiency and productivity of the cash collection's area.
- Provides training to city staff on proper cash handling procedures and maintains certification listings for city cash handlers.
- Interacts with public and staff on a daily basis; answer inquires, address complaints, grievances, emergencies, issues, and assist customers as needed.
- Supervises the issuance of receipts indicating appropriate general accounts. Maintains the numeric sequence of cash receipts. Supervise the preparation of bank deposits.
- Maintains the integrity of account balances by analyzing and correcting various entries to account balances.
- Maintains cash funds including reconciling fund when necessary for replenishment or reviewing reconciliation check request.
- Ensures timely notification to persons with returned checks and providing for the prompt collection of returned checks in accordance with state guidelines and Texas law.
- Maintains proper internal controls to ensure the safeguarding of all assets held in the Cashier's Office.
- Prepares and implements accounting procedures related to the cashiering function.
- Opens facility and/or secures facility at closing.
- Maintains daily work schedules and vacation schedules for area of supervision.
- Manages the application file storage process and maintenance.

Other Important Duties:

- May travel to attend meetings, conferences and trainings.
- Serves as back-up for the Revenue Collections Manager, Assistant Revenue Collections Manager and Billing Supervisor.

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- Maintain restraint and keep calm when faced with emotional or angry individuals.
- Regular and consistent attendance for the assigned work hours is essential.
- Performs other related duties as assigned

Required Knowledge and Skills:

- Knowledge of reconciliation procedures with the ability to reconcile accounts.
- Knowledge of the planning, administration and operation of cash collection programs.
- Knowledge of accounting procedures.
- Knowledge of problem-solving techniques for identifying problems, researching and determining the most appropriate course of action for their resolution.
- Knowledge of effective customer service techniques with the ability to present one's self and the city in a positive and professional manner.
- Knowledge of time management techniques with the ability to organize, schedule, assign, delegate, coordinate, and monitor the work to accomplish the most possible in the time available.
- Proficiency in customer service techniques with the ability to communicate with sensitive or irate customers.
- Proficiency in the use of computers and software application.
- Effective in oral and written communication with ability to explain and interpret rules, answer questions when dealing with the general public and various levels within the City.
- Skill in proofreading materials to ensure accuracy.
- Ability to work effectively with minimal instruction and supervision.
- Ability to work independently and make independent judgments.
- Ability to work with constant/extreme noise or interruptions.
- Ability to maintain restraint and keep calm when faced with emotional or irate individuals.
- Ability to follow an activity through to implementation.
- Ability to work effectively with minimal instruction and supervision.
- Ability to make independent judgments.
- Ability to maintain restraint and keep calm when faced with emotional or irate and sensitive individuals.

Preferred Education, Experience, and Certifications:

- Bachelor's Degree in Accounting, Public Administration, Business Administration or related field, **and** five (5) years accounting (government or banking preferable) experience including experience in supervising teller operations or collecting monies, or related experience with two (2) years increasingly responsible supervisory experience; **or** equivalent combination of education and experience.
- Must pass a pre-employment drug screen, criminal background check and motor vehicle record check.
- Must possess State of Texas Driver's License.

Environmental Factors and Conditions/Physical Requirements:

- Work is performed in office environment.

Physical Demands

- This work typically requires the following physical activities to be performed. A complete description of the activities below is available upon request from Human Resources.

(X = Required to perform essential job functions)

Physical Activities		Physical Activities	
Balancing – maintain equilibrium to prevent falling while walking, standing, or crouching.		Pushing – use upper extremities to press against objects with force, or thrust forward, downward, outward.	
Climbing – ascending, descending ladders, stairs, ramps, requires body agility.		Reaching – extending hands or arms in any direction.	X
Crawling – moving about on hands, knees, or hands, feet.		Repetitive Motion – substantial movements of wrists, hands, fingers.	X
Crouching – bending body forward by bending leg, spine.	X	Speaking – expressing ideas with spoken word, convey detailed, important instructions accurately, concisely.	X
Feeling – perceiving attributes of objects by touch with skin, fingertips.		Standing – for sustained periods of time.	
Fingering – picking, pinching, typing, working with fingers rather than hand.	X	Stooping – bending body downward, forward at waist, with full motion of lower extremities and back.	X
Grasping – applying pressure to object with fingers, palm.		Talking 1- expressing ideas by spoken word	X
Handling – picking, holding, or working with whole hand.	X	Talking 2 – shouting to be heard above ambient noise.	
Hearing 1 – perceiving sounds at normal speaking levels, receive information.	X	Visual Acuity 1 - prepare, analyze data, transcribing, computer terminal, extensive reading.	X
Hearing 2 – receive detailed information, make discrimination in sound.		Visual Acuity 2 - color, depth perception, field of vision.	
Kneeling – bending legs at knee to come to rest at knees.	X	Visual Acuity 3 - determine accuracy, neatness, observe facilities/structures.	
Lifting – raising objects from lower to higher position, moving objects side to side, using upper extremities, back.	X	Visual Acuity 4 - operate motor vehicles/heavy equipment.	
Mental Acuity – ability to make rational decisions through sound logic, deductive reasoning.	X	Visual Acuity 5 -close acuity for inspection of small defects, machines, use measurement devices, or fabricate parts.	
Pulling - use upper extremities to exert force, haul or tug.		Walking - on foot to accomplish tasks, long distances, or site to site.	X

