

# JOB DESCRIPTION

Salary Range: \$3030-4460



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**TITLE:** Primary Cashier/Receptionist

**FLSA STATUS:** Non-Exempt

**JOB SUMMARY:**

This is a significant position at the District, as this employee is typically the initial contact for customers, vendors, and visitors at the District. This position performs a variety of services to the District's customers, from greeting them to receiving their payments, answering their questions, explaining their accounts to them, and giving them direction where needed. This position performs a variety of other general office and customer service-oriented activities, including answering, screening, and directing incoming telephone calls; processing accounts receivables; tracking and making arrangements for delinquent accounts; issuing hydrant and backflow permits; preparing customer correspondence; and keeping an accurate primary cashier till.

**DISTINGUISHING CHARACTERISTICS OF THIS CLASSIFICATION:**

This is the entry-level position in the District office. An employee in this position should be able to perform entry-level receptionist and cashier skills and gain a basic understanding of customer service as required in the Customer Service Representative series.

**REPORTING RELATIONSHIPS:**

Reports to the Assistant Office Supervisor and does not supervise others.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include but are not limited to the following:

- Answers the telephone and greets customers; determines type, nature, and urgency of contact; screens and directs calls to appropriate staff; provides information; explains customer accounts and billing statements; records and relays messages.
- Documents conversations regarding billing and account information; processes payments, account closures, and other routine transactions;
- Establishes new accounts and issues hydrant meters and backflow permits, prepares orders for service requested, prepares change of address records, issues various service orders, and processes counter and mail receipts for customer accounts;
- Works with customers to verify transactions and resolve inquiries about billing and other office matters; responds to customer inquiries and complaints in a courteous, understanding, and concerned manner;
- Completes payment arrangements for customers; enters information into the Utility Billing software module; notes file; and relays information to billing staff;

- Researches past-due accounts; tracks customer responses; keeps track of payments and arrangements pertaining to delinquent accounts;
- Multi-task, at least to basic levels; e.g., be able to field a phone call on a headset while at the copier;
- Performs other duties as required or assigned.

**MINIMUM QUALIFICATIONS:**

**Knowledge of:**

- Effective customer service techniques and telephone etiquette;
- General office equipment;
- Computers and applicable software applications; working knowledge of Microsoft Word and basic Excel;
- Grammar, spelling, and punctuation;
- Filing and file maintenance techniques;
- Basic office procedures;
- How to work in a server/network computer environment; and
- District policies and procedures as outlined in the Employee Handbook.

**Ability to:**

- Learn and apply District guidelines, policies, and procedures;
- Apply effective customer service techniques; answer telephones and greet customers promptly in a pleasant and professional manner;
- Respond to customer inquiries and complaints in a courteous, understanding and concerned manner;
- Pay attention to detail and accuracy;
- Make basic mathematical calculations with accuracy and reasonable speed; count back cash and make change without using a computer or calculator;
- Use a computer and applicable software related to job duties;
- Establish and maintain effective interpersonal relationships at all organization levels, District customers, and with the public;
- Communicate with co-workers, supervisor, the general public, etc., sufficient to exchange or convey information and to receive work direction;
- Manage competing workload priorities, accommodate interruptions, and meet established deadlines;
- Maintain confidentiality;
- Use office equipment such as multi-line telephone system, copiers, calculators, inserter, postage meter, and fax machines.

**EXPERIENCE/EDUCATION:**

Any equivalent combination of education and experience that provides the applicant with the knowledge, skills and abilities required to perform the job. A typical way to obtain the knowledge and abilities would be:

**Experience:** One year of related experience and/or training or equivalent combination of education and experience.

**Education:** High school diploma or GED.

**Licensing Requirements:**

Requires valid Washington State Driver's License.

**PHYSICAL DEMANDS:**

Work involves standing, walking, talking, hearing, using hands to handle, feel or operate objects, tools or controls, and reaching with hands and arms. Vision abilities required by this include close vision and the ability to adjust focus. The employee may be required to stoop, kneel, crouch, push, pull, lift, carry and/or push items weighing up to 25 pounds.

**WORKING CONDITIONS:**

Duties are performed primarily in an office environment with sitting or standing for long periods of time, utilizing standard office equipment and a computer. The noise level in the work environment is usually moderately quiet. Incumbents may be exposed to upset customers.

*This job description does not constitute an employment agreement and may be changed or amended at any time to meet the needs of the District. The statements contained herein reflect general details as necessary to describe the principal functions of this job, the level of knowledge and skills typically required, and the scope of responsibility, but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned including work in other functional areas to cover absences or relief, to equalize peak work periods or otherwise to balance the District's workload.*