

JOB OPENING

CITY OF FARMINGTON

JOB POSITION: #87 - CUSTOMER SERVICE CASHIER

NUMBER OF VACANCIES: 1 **DEPARTMENT:** Electric Utility Customer Service
WORK LOCATION: MOC Complex **HIRING RANGE:** \$11.1729 - \$12.2493 per hour
PAY CLASS: C-7
DAYS WORKED: Monday-Friday **HOURS WORKED:** 8:00 a.m. – 5:00 p.m.
TYPE OF POSITION: Regular, Full-Time
APPLICATIONS WILL BE RECEIVED UNTIL: Tuesday, September 7, 2010

JOB DUTIES

Resumes submitted without a City of Farmington Application will not be considered in our job selection process.

SELECTION/SKILLS TESTS REQUIRED:

Interview and basic skills testing.

ESSENTIAL DUTIES:

Performs routine cashiering work for the Customer Service division within the Electric Utility.

Works under the supervision of the Customer Service Administrator.

This position does not have any supervisory duties.

Using excellent customer service skills, establishes and maintains effective working relationships with other employees, officials, and all members of the general public.

Receives and records cash, checks, or credit card payments from walk-in and drive-up window customers including utility payments and deposits, court fines, Animal Shelter and Civic Center fees, taxes, license/permit fees, rent royalties and all other fees.

Processes night drop and utility mail payments to customer accounts.

Balances daily receipts with computer generated print out. Totals receipts, checks and cash using calculator. Submits accurate and balanced documents to the supervisor for daily deposit to the bank.

Refunds deposits paid by Animal Shelter customers when required rabies vaccination and spay/neutering confirmed.

Sells trash bags to customers.

Ensure sufficient coverage in the cashier booth through lunch hours and on high volume days.

Must accurately balance on a daily basis.

Performance will be objectively evaluated on a monthly basis.

Attendance at work is an essential function of this position.

NON-ESSENTIAL DUTIES:

Serves as a member of various employee committees, as assigned.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

SELECTION/SKILLS TESTS REQUIRED:

Interview and basic skills testing.

QUALIFICATIONS

This position is subject to the City's Drug and Alcohol Free Workplace Program. This includes: pre-employment testing, post-accident testing, reasonable suspicion testing, return-to-duty testing, and follow-up testing.

Graduation from high school or GED equivalent.

Extensive background checks required.

Ability to operate a computerized cash register.

Knowledge of arithmetic (addition, subtraction, multiplication, division) and ability to maintain accuracy in these functions in order to balance receipts and make change.

Ability to operate computer terminal to access information regarding utility accounts from the mainframe computer.

Strong customer service skills and ability to handle irate customers.

Ability to perform duties accurately and professionally in stressful situations.

Ability to work independently and to be flexible.

Ability to operate a ten key calculator by touch with accuracy.

Ability to communicate effectively verbally.

Ability to establish and maintain working relationships with co-workers, supervisors, other City personnel and the public.

This position has the responsibility to participate in and comply with the City's Environmental, Health, and Safety program.

Ability to operate tools and equipment listed.

TOOLS AND EQUIPMENT USED:

IBM AS/400 computer terminal, computerized cash register, 10-key calculator, copy machine, fax machine, telephone and credit card machine.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to sit and talk or hear. The employee is occasionally required to walk; use hands to finger, handle, or feel objects, tools, or controls; and reach with hands and arms.

The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The work environment is a normal office setting. The noise level in the work environment is usually quiet.

WE ARE AN EQUAL OPPORTUNITY EMPLOYER, M/F.