VALLECITOS WATER DISTRICT

CASHIER/RECEPTIONIST

DEFINITION

Under close supervision, serves as initial point of contact for the public, greets the public, accepts water and wastewater service payments, answers telephone calls, directs calls and visitors to appropriate department, and performs related duties as required.

CLASS CHARACTERISTICS

This is a single incumbent, non-supervisory class that requires regular contact with the public on a daily basis. This position is distinguished from the Customer Service Representative series, which performs more detailed work related to customer’s billing accounts.

ESSENTIAL FUNCTIONS

Essential functions include, but are not limited to, the following:

▪ Serves as District receptionist, answers and directs incoming telephone calls, screens inquiries, and provides information in a courteous and professional manner; reviews, routes, and responds to daily messages left during non-business hours;

▪ Assists Customer Service department by answering general questions related to water billing; accepts payments; balances cash receipts; prepares, sorts, and distributes incoming District mail;

▪ Assists customers with change of address and other basic account updates;

▪ Greets customers and visitors; directs public to appropriate department;

▪ Unlocks and monitors lobby doors during business hours; locks lobby doors at close of business; ensures front gate is closed at end of business day;

▪ Maintains visitor sign-in log and issues visitor security badges;

▪ Orders package pick-up; prepares shipping labels and packaging; receives and distributes packages;

▪ Monitors office supply stock, orders necessary items based on inventory or special request;

▪ May be required to stay after regular working hours during public meetings;

▪ Maintains procedure manual for front desk and cashier operations;

▪ Communicates via intercom with visitors requesting entry to rear security gate; locates appropriate personnel; updates visitor log;

▪ Operates copiers and a variety of office equipment;

▪ Performs duties in a professional manner and works well with others or in a team setting;

▪ Establish and maintain cooperative working relationships with co-workers, outside agencies, and the public;

▪ Regular attendance and adherence to prescribed work schedule to conduct job responsibilities;

▪ Observes safe work practices and safety methods; performs other duties as assigned.
QUALIFICATIONS GUIDELINES

Knowledge, Skills, and Abilities

Knowledge of:
- General office practices; office equipment, computers, and software related to the position;
- Principles and practices of customer service;
- Multi-line telephone systems;
- Basic mathematics; cash handling;
- Basic record keeping methods.

Ability to:
- Communicate clearly and professionally, both orally and in writing;
- Perform receptionist duties including answering the telephone and greeting visitors;
- Operate a multi-line telephone system;
- Use District’s Customer Service software program; receive payments and issue proper change and receipts;
- Perform basic mathematic calculations accurately;
- Occasionally work after regular business hours;
- Understand and enforce basic security protocol for the District;
- Perform routine clerical and record keeping duties accurately.

Education & Experience

Any combination of education or experience that would likely provide the necessary knowledge and abilities is qualifying. A typical way to obtain these knowledge and abilities would be: high school graduation or equivalent, and two years’ experience performing customer service, receptionist, or cashier duties that required considerable contact with the public. Experience using computers and multi-line telephone system is preferred.

Licenses, Certificates, and Special Requirements

- None required; however, position-related certificates and licenses will be noted.

PHYSICAL DEMANDS AND WORK ENVIRONMENT

The physical demands and work environment described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Employees may be required to wear and/or use personal protective and other safety equipment. 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; talk or hear; use hands and fingers to grasp and feel objects, tools, or controls; and reach with hands and arms. The employee is occasionally required to walk. 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.

Environment: Office environment. Frequently works in or around areas with minor amounts of dust. Some work done on ladders up to 4 feet above ground. Noise level is usually quiet.
I have reviewed this Job Description with my Supervisor and agree with its contents.

______________________________________________________________________
Employee Signature                                                                                Date

______________________________________________________________________
Supervisor Signature                                                                                Date

The specific statements shown in each section of this job description are not intended to be all-inclusive. They represent typical elements and criteria necessary to successfully perform the job.