

Cashier, Senior

FLSA Status: Non-Exempt

Pay Grade: 6

Job Title ID: 16453

Job Series/Job Family: Business Services Series / Cashier Family

Reports To

Cashier Supervisor

Job Purpose

To provide direct service to new and returning student, staff and faculty for accurately entering and maintaining incoming College revenues in the system database; Assists in the administration of the campus cashier offices to maintain training integrity and ensure cashier policies and procedures are followed.

Description of Duties and Tasks

Essential duties and responsibilities include the following. Other duties may be assigned.

Required

1. Provides direct service to prospective, current and former students.
2. Performs office duties in maintaining organized systems of departmental records and/or documents. Distributes items as needed.
3. Responds to and/or directs inquiries in person, on the phone or via email regarding student revenue matters, refund status requests. Accesses and works with other staff to assist in resolving issues from students, staff and the public.
4. Inputs/retrieves student account information data and makes inquiries via software applications such as class schedules, statements of account, Higher One card inquiry reports, and installment plan payment schedules.
5. Verifies and researches data on registration status, payment status and refund status.
6. Performs basic duties including ordering supplies and equipment, maintaining files, distribution logs, and processing mail.
7. Serves as key contact for cashiers needing assistance with account or student problems. Provides mentoring and training to cashier staff.
8. Communicates and coordinates with Cashier Supervisor regarding staff training, operational and other job related issues.
9. Stays current regarding policies, procedures and requirements of cashier office.
10. May work at multiple campus locations, as needed.

Knowledge

Must possess required knowledge and be able to explain and demonstrate, with or without reasonable accommodations, that the essential functions of the job can be performed.

Required

- Principles and practices of accounting.
- Intermediate cash handling policies and work practices.
- Advanced reconciliation policies and practices.
- Customer service techniques.

Skills

Must possess required skills and be able to explain and demonstrate, with or without reasonable accommodations, that the essential functions of the job can be performed.

Required

- Interacting effectively with diverse groups of people.
- Maintaining an established work schedule.
- Effectively using interpersonal and communications skills including tact, discretion and diplomacy.
- Effectively using organizational and planning skills with attention to detail and follow through.
- Maintaining confidentiality of work related information and materials.
- Establishing and maintaining effective working relationships
- Handling money with exacting accuracy.

Computer Skills**Required**

- Demonstrated proficiency using standard office software applications.

Physical Requirements**Required**

- Occasional lifting of objects up to 10 pounds
- Subject to standing, walking, sitting, bending, reaching, kneeling, pushing and pulling
- Work is primarily performed in a standard office environment

Work Experience**Required**

- One year related work experience.

Preferred

- Two or more years work experience in cash handling, banking, higher education and/or customer service. Experience with Datatel or other community college student accounting software.

Education**Required**

- High School diploma or equivalent.

Preferred

- Basic college level accounting course.

Licenses/Certifications**Required**

- Valid Texas driver's license.

Other**Required**

- Reliable transportation for travel in ACC service district.

Preferred

- Knowledge of ACC Administrative Rules, Policies and Procedures and Cashier procedures. Bilingual.

Safety**Required**

- Work safely and follow safety rules. Report unsafe working conditions and behavior. Take reasonable and prudent actions to prevent others from engaging in unsafe practices.