Cashier

FLSA Status: Non-Exempt
Pay Grade: 5
Job Title ID: 16454
Job Series/Job Family: Business Services Series / Cashier Family

Reports To

Cashier Supervisor

Job Purpose

Provides front line customer service to students and staff by collecting payments, balancing daily collections and inputting information into computer information system. Responsible for the receipt, custody and disbursement of college funds. 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. Accesses, inputs and retrieves data from multiple software applications to process payments and resolve student account inquiries. Provides direct service to students and staff.
2. Accepts all College payments, determines type of monetary transaction, and is responsible for the correct posting to the accounting records.
3. Receives telephone calls, responds to inquiries made through cashier email and in person to assist students with all questions posed regarding payment, account balance, collections, College debit card, parking permit and bus passes.
4. Reviews and disburses petty cash and mileage reimbursements and coordinates support documentation.
5. Reconciles daily payment transactions and prepared bank deposits for armored car pickup. Coordinates with Student Accounting regarding collection payments and removal of Business Office holds.
6. Coordinates the distribution of payroll and accounts payable checks.
7. Assists students with ACCOneCard issues, ships student deposits, orders new cards as needed.
8. Works collaboratively with all College offices to share important payment information and address student issues.
9. Communicates and coordinates with Cashier Supervisor regarding staff training, operational and other job related issues.
10. May work at multiple campus locations, as needed.
11. Stays current regarding policies, procedures and requirements of cashier office.

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

- Understanding of cash handling practices.
- Knowledge of advanced customer service standards and procedures.
- Knowledge of and commitment to student-centered service.
- Understanding of accounting/bookkeeping principles and practices.

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

- Maintaining an established work schedule.
- Ability to remain calm and professional in emotionally charged situations.
- Ability to work under pressure and without direct supervision.
- Ability to accurately handle multiple tasks and provide customer service simultaneously.
- Ability to communicate both orally and in writing.
- Ability to work effectively in a diverse community and meet the needs of diverse student populations.
- Effectively using interpersonal communications and critical thinking skills.
- 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, such as Microsoft Excel, Word, and Google.

Physical Requirements

Required

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

Work Experience

Required

- Six months related work experience.

Preferred

- More than two years work experience in cash handling, banking and/or customer service. Expereince with Datatel or other community college student accounting software.

Education

Required

- High School diploma or equivalent.

Other

Required

- Reliable transportation for travel in ACC service district.

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.