



Town of Medley

Cashier / Customer Service

(\$15.00-\$20.00)

Position Summary

The Cashier is responsible for providing courteous and efficient customer service to residents, businesses, and visitors while accurately receiving, processing, and recording payments for Town services. This position performs routine cashiering, clerical, and customer service duties, maintains accurate financial records, balances cash drawers, and assists the public with billing and payment inquiries.

Essential Duties and Responsibilities

- Receives and processes payments for utilities, permits, licenses, fees, fines, and other Town services.
- Accept payments in the form of cash, checks, money orders, credit cards, and other approved methods.
- Issues receipts and posts payments accurately to the appropriate customer accounts or Town records.
- Balances daily cash drawer and prepares daily cash reports, deposits, and reconciliations.
- Reviews payment transactions for completeness and accuracy.
- Maintains accurate records of all transactions and supporting documentation.
- Resolves routine customer complaints or refers complex matters to the appropriate supervisor or department.
- Ensures confidentiality and security of financial and customer information.
- Maintains a clean, organized, and professional front counter area.
- Follows Town policies, safety procedures, and internal controls related to cash handling and customer service.
- Performs other related duties as assigned.

Knowledge, Skills, and Abilities

- Knowledge of basic cashiering, bookkeeping, and customer service practices.
- Knowledge of standard office procedures, equipment, and computer applications.
- Ability to handle cash accurately and maintain detailed financial records.
- Ability to communicate clearly and professionally with the public and coworkers.
- Ability to operate office equipment such as calculators, computers, printers, and point-of-sale systems.
- Ability to follow written and verbal instructions.
- Ability to work efficiently in a fast-paced public-service environment.

- Ability to establish and maintain effective working relationships with employees, officials, and the general public.
- Ability to perform mathematical calculations accurately and quickly.
- Skill in handling difficult customer interactions with tact and professionalism.

Minimum Qualifications

- High school diploma or GED required.
- Experience in customer service.
- Experience in handling cash and reconciling daily transactions preferred.
- Proficiency in Microsoft Office and basic computer applications.
- Bilingual skills may be required.

Physical Requirements

- Ability to sit or stand for extended periods.
- Ability to speak and hear clearly in person and by telephone.
- Ability to use hands and fingers to operate a computer, calculator, and other office equipment.
- Ability to occasionally lift and carry files, supplies, or deposit bags up to 20 pounds.
- Ability to bend, reach, and move within an office setting.

Work Environment

Work is generally performed in an office or customer service counter setting with regular interaction with the public. The position may involve frequent interruptions, high transaction volume, and time-sensitive duties.

Disclaimer

This job description is intended to describe the general nature and level of work performed by an employee assigned to this position. It is not intended to be an exhaustive list of all duties, responsibilities, or qualifications. The Town of Medley reserves the right to revise this job description at any time.

******This job description does not constitute an employment agreement between the employer and employee, and is subject to change by the employer, as the needs of the employer and requirements of the job change. ******