

# South Jordan City

## Job Description

<b>Title:</b>	<b>Front Desk Cashier II</b>	<b>Effective Date:</b>	<b>2/1/16</b>
<b>Org:</b>	<b>230270</b>	<b>FLSA:</b>	<b>Non-Exempt</b>
<b>Pay Grade:</b>	<b>S-7</b>	<b>Workers Comp:</b>	<b>Clerical</b>

**This is an “at-will” position. The employee or the City may end the employment relationship at any time, with or without cause or explanation.**

### GENERAL PURPOSE

Perform a variety of clerical and secretarial duties including cashiering, processing daily deposits, providing information, answering phones, filing, requisitioning supplies, etc. Function as shift lead when full-time staff is not available by directing the Front Desk Cashiers, opening or closing procedures, and financial duties.

### SUPERVISOR

Recreation Customer Service Supervisor

### POSITION(S) SUPERVISED

None

### ESSENTIAL JOB FUNCTIONS

Meet performance standards established with the employee’s manager.

Job attendance is required, except for authorized leave.

Act as shift lead when full-time staff is not scheduled, primarily on night and weekends. Provide guidance to part-time/seasonal employees.

Perform duties required when opening and/or closing facility, including but not limited to opening or closing cash register tills and preparing and delivering deposits.

Ensure appropriate service is provided by part-time staff when full-time shift supervisor(s) are not present.

Accept payment from clients for facility use or other sales, and register clients for a variety of programs and memberships.

Operate telephone equipment; receive, respond to, and direct incoming telephone calls; query callers to identify needed assistance, determine appropriate department or office and direct calls accordingly.

Greet the public; respond to requests for information and provide factual information related to city services, programs, and general policies, practices and procedures; provide patrons with requested forms, publications and other informational materials.

Direct walk-in clients and visitors to proper office locations; apprise staff of appointment arrivals.

Listen to public complaints, questions, etc.; respond to questions and concerns by referring individuals to appropriate personnel for assistance.

Operate computer as needed to perform secretarial duties; type correspondence; deposit shift till.

Manage facility membership records for retrieval and filing.

Perform regular building checks by walking the facility. Address and enforce Fitness Center and City policy and procedures.

Write and deliver messages to personnel; monitor system to detect problems, apprise supervisor of potential problems and repairs.

Perform other duties as assigned.

MINIMUM QUALIFICATIONS

1. Education and Experience:

A. Graduation from High School or G.E.D.

AND

B. One (1) year of experience in above related customer service duties, six (6) months of that year as a Front Desk Cashier.

2. Knowledge, Skills, and Abilities:

Knowledge of telephone operations and procedures; basic public relations; telephone and interpersonal communication etiquette; general office maintenance and practices; operation of standard office equipment.

Knowledge of principles and processes for providing customer service.

Ability to operate a personal computer and Microsoft products.

Ability to work independently and deal effectively with stress caused by continuous public contact; operate standard office equipment; communicate effectively, verbally and in writing; perform basic mathematical calculations.

Ability to establish and maintain effective working relationships with co-workers, the public and other departments and agencies; ability to follow written and oral instructions; ability to effectively present information and respond to questions from groups of customers.

Skill in coordinating people and resources and problem-solving. Skill in actively looking for ways to help people and give full attention to what others are saying and in giving direction to others for work-related tasks.

3. Working Conditions:

Incumbent of the position performs in a typical office setting with appropriate climate controls. Tasks require a variety of physical activities such as walking, standing, stooping, sitting, reaching, talking, hearing and seeing. Common eye, hand, finger dexterity required for most essential functions. Mental application utilizes memory for details, verbal instructions, emotional stability and critical thinking.

*The above statements are intended to describe the general nature and level of work being performed by person(s) assigned to this job. They are not intended to and do not infer or create any employment, compensation, or contract rights to any person(s). This job description reflects management's assignment of essential functions; it does not prescribe or restrict the tasks that may be assigned. This updated job description supersedes all prior descriptions for the same position.*

*Human Resources Use Only*

<b>Job Class:</b>	<b>Clerical Part Time</b>	<b>EEO-4 Class:</b>	<b>Adm Support</b>
<b>Location:</b>	<b>Fitness Center</b>	<b>EEOP Class:</b>	<b>n/a</b>
<b>Group/BU:</b>	<b>Part Time Pay Plan</b>	<b>Tech-Net Match:</b>	