City of Bellingham
Classification Specification

CLASS TITLE	**Aquatic Center Main Cashier**
DEPARTMENT	**Parks And Recreation**
UNION:	**1937**
SG:	**104**
CS:	**Yes**
FLSA:	**Y**
EEO/SOC CODE:	**AS/41-2011**

NATURE OF WORK:

Collects admissions; processes purchase of passes and class registrations; answers questions regarding hours, class schedules and fees; greets customers and provides information regarding facilities and programs. Leads staff training on cashier functions, policies and procedures for the Aquatic Center and provides day-to-day oversight of the work of regular, non-benefited Cashiers.

DISTINGUISHING CHARACTERISTICS:

The Aquatic Center Main Cashier is distinguished from the non-regular Aquatic Center Cashier positions by having the additional responsibility of providing day-to-day oversight of the work of regular non-benefited Cashiers, conducting staff training and assisting the Aquatics Manager with accounts receivable and payable.

SUPERVISORY RELATIONSHIPS:

Receives supervision and direction from and reports to the Aquatics Manager. However, may also receive some assignments from the Recreation Coordinator. Works under the guidance of Department policies and procedures to complete daily tasks. Leads work of regular non-benefited cashiers.

ESSENTIAL FUNCTIONS:

1. Collects admissions using computer program; processes purchase of passes and class registrations.

2. Maintains cash drawer, handling of cash exchange with patrons and reconciliation closeout.

3. Greets patrons as primary receptionist; provides information regarding admission fees, private rentals and class schedules/fees, private lessons, and any other information regarding events taking place at the Aquatic Center. Books facility registrations for classes, private lessons and pass sales, and reservations for rentals.

4. Assists Aquatics Manager with Accounts Receivable and Program Registration Software Organization and Customer Accounts. Makes corrections and updates as needed.

5. Assists Parks Accounting Clerk with accounts payable and daily deposit/reconciliation procedures. Makes corrections as needed.

6. Maintains wait list on existing or future programs offered and works to market and fill courses.

7. Answers telephones and takes or routes messages to appropriate staff. May sort and route incoming mail and prepare outgoing mail.

8. Leads staff training on cashier functions, policies and procedures for Aquatic Center and provides day-to-day work direction to regular non-benefited Cashiers.

9. Maintains lost-and-found including laundering, sorting and care of claimed or found items.

10. Lead staff member responsible for pool opening and/or closing procedures, starting cash register and logging onto registration program.

ADDITIONAL WORK PERFORMED:

1. Performs related duties as assigned, including basic general office work such as typing, filing or faxing tasks.

3. Performs data entry into computerized registration program.

5. Assists with facility emergencies, first aid, CPR, crowd control and clean-up.

6. Monitors restroom and locker room facilities; performs minor cleaning and restocking of paper supplies.

7. During emergency weather conditions, may assist with snow removal or sanding to ensure safe patron access to pool facilities.

8. Attends in-service and program staff meetings providing minutes for meetings.

9. May be assigned special projects.

10. Performs other related duties of a similar nature or level.

PERFORMANCE REQUIREMENTS (Knowledge, Skills, and Abilities):

Knowledge of:

- Thorough knowledge of office practices, procedures, and equipment.

- Knowledge of basic math skills including the ability to add, subtract, multiply, and divide with accuracy.
- Working knowledge of basic computerized accounting, electronic spreadsheets, word processing software and computer registration systems.

Ability to:

- Ability to understand and clearly explain Department policies and procedures.
- Ability to organize, prioritize, and independently perform work assignments.
- Ability to do repetitive work quickly, accurately, and with close attention to detail in an atmosphere of frequent interruptions.
- Ability to operate standard office machines such as calculator, typewriter, and computer terminal.
- Ability to operate a cash register, accurately and rapidly exchange money, and record transactions.
- Ability to communicate effectively with other employees and the general public using courtesy, tact, and good judgment.
- Ability to teach how to perform duties using a variety of learning methods and adjust training to meet learner needs.
- Maintain consistent and punctual attendance.
- Ability and willingness to demonstrate the Public Service Competencies of Service Orientation, Results Orientation, and Teamwork and Cooperation.
- Physical ability to perform required duties including:
  - sitting or standing for long periods of time;
  - visual acuity to read a computer screen and a typeset page;
  - fine finger dexterity to operate a cash register and computer keyboard and mouse, etc;
  - occasionally lift up to 30 pounds for office supplies and snow/sanding duties.

WORKING ENVIRONMENT:

Work is generally performed in an office environment, with frequent interaction with the public in person and by telephone. Requires some walking on wet or slick surfaces around pool area and some lifting of heavy supplies and materials.

EXPERIENCE AND TRAINING REQUIREMENTS:

- One year of experience as a cashier or related experience handling money required.
- One year of receptionist or customer service experience required.
- Demonstrated experience working with computer registration systems such as Active.net or similar required.
- Office/clerical experience performing tasks such as filing, answering phone, data entry/retrieval preferred.

NECESSARY SPECIAL REQUIREMENTS:

- Must pass local police and Washington State Adult/Child Abuse records check prior to hire.
- Must obtain and maintain a first aid and CPR Certification within 3 months of hire.

- Willingness and ability to work flexible and/or additional hours which may include evenings, weekends and holidays.

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1/08

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11/15

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Parks and Recreation Director

COMMISSION ADOPTION: January 13, 2016