



# Truckee Donner

## Recreation and Park District

8924 Donner Pass Rd, Truckee California 96161  
 PHONE: (530) 582 -7720 FAX: (530) 582-7724

**POSITION TITLE:** CASHIER I, II

**DEPARTMENT:** RECREATION

**REPORTS TO:** RECREATION SUPERINTENDENT AND ASSIGNED SUPERVISORY STAFF

**SUPERVISION GIVEN TO:** (CASHIER I) N/A  
 (CASHIER II) GENERAL SUPERVISION OVER ASSIGNED STAFF

**JOB SUMMARY:** Under general supervision, provides responsible customer service at an assigned facility; performs basic cash handling; collects tickets; and performs related work as required.

### EDUCATION, EXPERIENCE, TRAINING

*Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:*

1. *(Level I-II)* Sufficient formal and informal education to ensure ability to read and write at a level required for successful performance.
2. *(Level I)* No previous experience is required.
3. *(Level II)* One (1) year of responsible experience performing cashier work.

### CLASS CHARACTERISTICS

**Cashier I:** This is the entry-level class in the cashier series and works under close supervision. As knowledge and experience are gained, the work becomes broader in scope, and is performed under more general supervision. This class may be used as a training class. Employees may have only limited or no directly related work experience.

**Cashier II:** This is an experienced-level class that performs a variety of customer service and cashiering duties related to assigned activities and services. The incumbent performs the full range of cashiering duties as assigned, and must have the ability to work independently. Positions at this level receive instruction or assistance as new or unusual situations arise and are aware of the operating procedures and policies of the work unit.

### **A. ESSENTIAL JOB FUNCTIONS**

		<b>RATING</b>
1.	Performs cashiering duties; receives money and issues receipts; performs daily reconciliation of cash drawer and cash register tape; collects tickets; participates in generating attendance reports; maintains accurate records.	
2.	Screens calls and patrons; responds to complaints and requests for information; assists in interpreting and applying regulations, policies, and procedures; resolves complaints.	
3.	Maintains the general condition of the facility; keeps work areas clean.	
4.	Monitors use of facilities by user groups to ensure a safe environment; assists in enforcing established rules of facility use and participant conduct.	
5.	Opens, closes, and secures facilities at appropriate times.	

6.	(Cashier II) May exercise technical and functional direction over and provide training to lower-level or less experienced staff.	
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**B. KNOWLEDGE OF WORK**

		<b>RATING</b>
1.	Principles and procedures of record keeping, reporting, and cash collection and handling.	
2.	Principles and practices of basic customer service techniques.	
3.	Basic mathematical principles.	
4.	Modern office practices, methods, computer equipment and computer software related to work.	
5.	English usage, spelling, vocabulary, grammar, and punctuation.	
6.	Techniques for providing a high level of customer service to the public and District staff.	

**C. DUTIES AND RESPONSIBILITIES**

		<b>RATING</b>
2.	Learns, understands, and applies facility use policies and procedures.	
3.	Establishes and maintains effective working relationships.	
4.	Provides courteous assistance to facility patrons.	
5.	Responds to, and effectively prioritizes, multiple phone calls and other requests for service.	
6.	Makes accurate arithmetic computations; accurately processes cash transactions.	
7.	Maintains accurate logs, records, and basic written records of work performed.	
8.	Follows departmental policies and procedures related to assigned duties.	
9.	Understands and carries out oral and written instructions in an independent and timely manner.	
10.	Operates modern office equipment, including computer equipment.	
11.	Uses English effectively to communicate in person, over the telephone and in writing.	
12.	Provides responsible customer service at assigned facilities.	
13.	Performs other duties as assigned.	