

**USF Job Class Description**

JOB CODE: 3210

JOB TITLE: Head Cashier

PAY PLAN: 23

CAREER BAND: B

FLSA: Non-exempt

CBU: 31

Effective 04/20/07

Job Title: Head Cashier**Job Summary**

Head Cashiers receive payment in the form of cash, checks, wire transfers, or credit card transactions for goods or services purchased/rendered and assists customers with various questions typically related to the payment, account balance, or item(s) purchased. They oversee the workflow of the unit, balance cash drawers of cashiers in the unit, and serve in a lead worker capacity in a cash collection unit.

Nature of Work

This position may report to a Parking Supervisor, Office Manager, Accounting Supervisor, or other appropriate supervisory position. Head Cashiers accept payments and/or give refunds to customers for specific fees due or goods/services received. Head Cashiers balance all cashiers in the unit at the end of the shift, ensure all payments received are accounted for, and prepare bank deposits. They can be distinguished from other positions of a clerical/support nature by the high level of contact with customers and the primary function of collecting payments and balancing payments received at the end of the shift. This position executes a variety of transactions including but not limited to: accepting payment for a variety of goods or services, verification of customer identity and payment type received, issuing of refunds, checking and verifying account balances for customers, and monitoring the transferring of funds as a payment. This position requires operation of a computerized cash register or other similar computerized cashiering system/software. This position must be able to provide excellent customer service as well as oversee the work of other Cashiers as a lead worker.

Lead Worker Duties

The essential duties of the Head Cashier are comparable to those of Cashier. In addition to the normal duties of the Cashier, this position will assume the following duties specific to the Head Cashier role:

- Monitor and oversee the work of the team on a day-to-day basis.
- Assign the workload to the team on a daily basis and makes decisions on various daily workload demands.
- Handle more complex customer problems and inquiries.
- Provide on-the-job training to employees.
- Resolve daily team conflicts or simple disciplinary actions such as attendance problems. Any reoccurring or progressive disciplinary actions are to be brought to the attention of the Supervisor and handled by the Supervisor.

This Head Cashier role is differentiated from a supervisory role since the Head Cashier is not responsible for annual performance evaluations, continuous or serious disciplinary actions, hiring or firing decisions, or for promotional decisions of the staff. The Head Cashier may participate in and/or make recommendations to the Supervisor regarding such actions.

Cashier Duties

- Responds to complex customer inquiries and customer issues which have been escalated.
- Balances cashiers at the end of the shift, makes adjustments as needed, and prepares the bank deposit for pick up the next day.
- Performs general cashiering duties such as scanning items, collecting payments, verifying payment, etc. during peak times or as needed.
- Pulls up payment due and account history on accounts in FAST or BANNER and creates new customer accounts as needed.
- Prepares payment vouchers, receipts, deposit slips, and related documents which record cash transactions.
- Accepts cash, checks, wire transfers, or credit cards for payment and completes check and credit card transactions according to established procedures and guidelines.
- Assists with training new Lead Cashiers and Cashiers.
- Ensures register/counter areas are neat and stocked with necessary supplies.

Minimum Qualification Requirements

This position requires a high school diploma, or successful completion of a GED equivalency test. One year of directly related work experience in a position handling cash and other forms of payment is required for the Head Cashier position.

Special Working Conditions

This position may require standing for extended periods of time.