

MONTGOMERY COUNTY CLASSIFICATION SPECIFICATION: Rev July 2006	CLASS TITLE: CUSTOMER SERVICES CASHIER	CODE: 09371
	MAJOR AGENCIES: SANITARY ENGINEERING (CUSTOMER SERVICES)	PAGE <u>1</u> OF <u>2</u>

CLASS CONCEPT: Full performance level in customer service field requiring considerable knowledge of customer relations, problem resolution and bookkeeping procedures related to the collection, balancing, recording and depositing of payments for water & sewer bills and permits; under direction, receives payments from customers and performs related transactions to balance, deposit and report all monies, answers customer inquires regarding billings of water and sewer services.

RANK	JOB DUTIES	MAJOR WORKER CHARACTERISTICS
1	<p>Collects utility payments at counter, by mail or deposit boxes for the Sanitary Engineering Department, counts money, makes change, responds to customer inquiries or complaints, reviews account information with customers, explains charges, payments and account balances to customers, balances cash receipts from all sources, deposits and reports all monies received by Sanitary Engineering; prepares daily bank deposits and daily pay-in reports for Finance, County Auditor and County Treasurer, operates an automated payment processing system, posts payments to water and sewer accounts; coordinates with Auditor's and Treasurer's offices to track and control deposits, updates the daily cash report/journal using computer software; coordinates with banks, County Auditor's Office, County Treasurer's Office and collection agencies regarding customer payments,</p> <p><i>(Performs Related Duties As Required)</i></p>	<p><u>Knowledge of</u> 2 (bookkeeping), 11a (public relations), 11b (human relations), 13 (office practices and procedures), 14 (government structure and process*); <u>Skill in</u> 27 (data entry), 29 (equipment operation—calculator, personal computer), CRT); <u>Ability to</u> 30f (deal with problems involving several variables in familiar context), 30g (understand system of mechanical or other procedures – e.g. bookkeeping), 30 h (apply principles to solve practical, everyday problems), 30j (interpret variety of instructions in written, oral, picture or schedule form), 30l (define problems, collect data, establish facts & draw valid conclusions), 30r (deal with many variables & determine specific action e.g. research), 31b (read, copy & record figures accurately), 31c (add, subtract & divide whole numbers, 31d (calculate fractions, decimals & percentages), 32f (copy records precisely without errors), 32i (complete routine forms), 32j (maintain accurate records), 32o (prepare meaningful, accurate & concise reports), 33b (sort items in numerical categories according to established methods), 33e (gather, collect & classify information about data, people or things), 34c (cooperate with co-workers on group projects), 34d (answer routine telephone inquires from public), 34i (resolve complaints from angry citizens & government officials).</p> <p><i>(*Developed After Employment)</i></p>

UNUSUAL WORKING CONDITIONS:	MINIMUM CLASS REQUIREMENTS: (Including License, If Any) Valid State of Ohio Drivers License with an acceptable driving record. Equivalent to high school diploma and two (2) years full-time work experience interacting with the public in a customer service environment, two (2) years full time work experience utilizing a personal computer and standard word processing software and one (1) year work experience in processing cash transactions. Work	TRAINING & DEVELOPMENT:
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CLASS CONCEPT:

RANK	JOB DUTIES	MAJOR WORKER CHARACTERISTICS
2	Schedules payment arrangements with customers using billing software, investigates and resolves account problems which can be handled on an immediate basis, schedules customer requested service orders and completes service orders utilizing billing software, maintains account information and customer records, checks payments which do not match account balance and determines required adjustments to account; researches account credits, prepares requests for refunds and submits to County Auditor's Office for payment.	<u>Knowledge of</u> 2, 11a, 11b, 13, 14*; <u>Skill in</u> 27, 29; <u>Ability to</u> 30f, 30g, 30h, 30l, 30r, 31b, 31c, 31d, 32f, 32i, 32j, 33e, 34c, 34d, 34i.
3	Posts, updates, and files water and sewer service account information such as name change, deed transfers, etc.; schedules meter readings when needed to adjust customer bills and to establish close-out billings, provides meter and account information to Field Representatives, uses personal or county vehicle to transport cash receipts to banks and/or other county agencies, to obtain change, or for training.	<u>Knowledge of</u> 2, 11a, 11b, 13, 14*; <u>Skill in</u> 27, 29; <u>Ability to</u> 30f, 30g, 30h, 30l, 30r, 31b, 31c, 31d, 32f, 32i, 32j, 33e, 34c, 34d, 34i.
	<i>(Performs Related Duties As Required)</i>	<i>(*Developed After Employment)</i>

UNUSUAL WORKING CONDITIONS:	MINIMUM CLASS REQUIREMENTS: (Including License, If Any) experience may occur simultaneously. OR - alternative, equivalent evidence of the Minimum Class Requirements	TRAINING & DEVELOPMENT:
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