CITY OF BELLINGHAM

JOB DESCRIPTION

JOB TITLE: **Aquatic Center Cashier** **UNION:NON/114**
SG:B3
DEPARTMENT: **Parks and Recreation** **CS:N**
FLSA:Y
EEO4CODE:AS

JOB SUMMARY:

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.

SUPERVISORY RELATIONSHIP:

Receives close supervision and direction from and reports to the Aquatic Center Accounting Technician. However, may also receive some assignments from the Aquatics Manager or Recreation Coordinators. Works under the guidance of Department policies and procedures to complete daily tasks.

ESSENTIAL FUNCTIONS OF THE JOB:

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 and pass sales, and reservations for rentals and private lessons.

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

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

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

ADDITIONAL WORK PERFORMED:

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

2. May be responsible for pool opening and/or closing procedures, starting cash register and logging onto registration program.

3. Performs data entry into computerized registration program.

4. Assists Aquatic Center Accounting Technician with accounts receivable and accounts payable.

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 meetings.

9. May be assigned special projects.

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

KNOWLEDGE AND SKILLS:

- Thorough knowledge of office practices, procedures, and equipment.
- 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.
- Knowledge of basic math skills including the ability to add, subtract, multiply, and divide with accuracy.
- 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 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.
- Previous receptionist or customer service experience preferred.
- 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.
- 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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4/08

REVIEWED BY: _____
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Parks and Recreation Director