

**CASHIER**  
Recreation

**DEFINITION**

This is reception and cashiering work involving considerable contact with the public.

Under the general direction of a supervisor, the Cashier takes payment for all recreation programs and services as well as operating a multiple line switch board. The incumbent is allowed some discretion in the more routine aspects of the work but non-routine problems are referred to a supervisor. Specific oral and written instructions are received from a supervisor to maintain an effective work flow. The work is subject to review for accuracy and conformance with established practice. Good working relationships must be established and maintained with the public and staff.

**ILLUSTRATIVE DUTIES AND RESPONSIBILITIES:**

- Receives payment for all programmes and services.
- Receives, records and balances daily shift deposits and prepares floats.
- Answers the telephone and provides information on programs, services and other general enquiries for the department.
- Operates various office equipment such as an electronic cash register, calculator and computer.
- Processes client and retail sales information through the computer and cash register.
- Performs other related work as required.

**KNOWLEDGE, SKILLS AND ABILITIES ON THE JOB:**

- Working knowledge of standard office methods and procedures concerning the receiving and recording of monies.
- Ability to make simple arithmetic computations accurately, and with reasonable speed.
- Demonstrates Saanich Core Competencies as they relate to this position (see all behaviour statements):
  - Adaptability - willingness to be flexible in a changing work environment
  - Relationship Building - establishes and maintains respectful and cooperative working relationships.
  - Effective Communications - communicates effectively with others.
  - Problem Solving - recognizes and acts to resolve problems.
  - Customer Focus - provides excellent service to both internal and external customers.

REQUIREMENTS:

- Completion of Grade 10.
- Minimum three months experience on office machines such as cash register, calculator, computer and including working in a customer service capacity.
- Satisfactory Police Information Check.

STANDARDS:

- Support and uphold the established policies and objectives of the Municipality and the Division in all areas of activity.
- Will not release or discuss non-routine municipal or departmental business without prior authorization.
- Adhere to all established municipal and departmental rules and regulations.
- Maintain the performance levels set by the Division in the execution of all duties and responsibilities.
- Maintain a cooperative working relationship with employees, management, Council and the public.
- Maintain regular communication with the supervisors, keeping them fully informed of all non-routine, urgent and/or controversial matters.
- Shall not receive or solicit a subscription, gratuity, or fee for or in conjunction with any service or presumed service performed by him/her as an employee.