

METRO
Classification Description

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|---------------------|------------------------|-------------------------|-----------------|
| Title: | Lead Cash Office Clerk | Bargaining Unit: | LIUNA 483 |
| Job Code: | 0451 | Established: | 1/2002 |
| Pay Range: | 325/435 | Revised: | 12/2005; 9/2009 |
| FLSA Status: | Non-Exempt | EEO Category: | Admin. Support |

CLASSIFICATION DESCRIPTION

Oversee day-to-day cash office operations, preparation of daily bank deposits, troubleshooting, and training and coaching of Zoo Cashiers and Cash Office Clerks. Meet cash needs of Zoo Cashiers and generate a daily report of Zoo revenue activity. Prepare and audit Guest Service accounting documents, write and update procedures and assist Cash Office Clerks in resolving cash office problems. Perform cash office clerk duties.

DISTINGUISHING FEATURES

The Lead Cash Office Clerk classification is distinguished from the Cash Office Clerk classification by the involvement in broad departmental functions such as responsibility for problem resolution, priority setting, interpretation and application of policies and serves as lead over other staff.

DUTIES AND RESPONSIBILITIES

Tasks listed are intended to be descriptive and not restrictive. An employee in this classification may perform any of the tasks listed; however, these examples do not include all the tasks which an employee may be expected to perform.

1. Operates cash office machinery (currency and coin counters interfaced to a computer) to count incoming cash at the Zoo. Sources of cash include cashier sales from admissions, concessions and railroad, donation boxes, vending machines and miscellaneous sources.
2. Prepares daily bank deposit of cash, checks and credit cards.
3. Reconciles daily credit card transactions from three systems.
4. Codes cash revenues to correct account number. Prepares input documents using cash register print outs from three systems. Performs data entry and balances computer generated reports to summary input documents.
5. Reviews and balances membership applications sold by Zoo cashiers.
6. Types invoice requests for accounts receivable.
7. Prepares and issues cash bags for all point-of-sale Guest Services operations.
8. Performs cash collections and delivers change throughout the Zoo.
9. Reconciles vault funds. Secures all monies in the safe and sets alarms.
10. Operates teller window for Zoo employee cash transactions. Issues and monitors petty cash fund. Verifies appropriateness of petty cash expenditures, proper account number and authorization. Prepares regular report showing petty cash transactions.
11. Serves as a resource to Zoo Cashiers with questions concerning cash policies and procedures, credit card sales, etc.
12. Verifies the accuracy of others' work and documents procedural errors; performs cashier audits.

METRO

Classification Description

13. Performs Cash Office Clerk duties as well as general office duties such as photocopying, filing, and distributing reports.
14. Works with Cash Office Supervisor to design training programs for Cash Office Clerks and Zoo Cashiers.
15. Provides work direction and training of Cash Office Clerks and assists them in troubleshooting and resolving work problems.
16. Determines appropriate vault levels, change order amounts and delivery schedules and cashier bag composition.
17. Maintains inventory of supplies and forms, till locker keys and cash office keys.
18. Compiles data for a variety of reports; prepares correspondence and reports.
19. Assists the public, public officials and other employees in a professional and courteous manner.
20. Develops safe work habits and contributes to the safety of self and co-workers.
21. Contributes to a positive team atmosphere.
22. Has regular and punctual attendance.
23. Performs assigned duties during an emergency situation.
24. Other duties as assigned.

JOB SPECIFICATIONS

(These are any combination of education and experience that has provided knowledge, skills and abilities to perform the duties of this position. Prior work experience and educational requirements listed are typical ways of obtaining the required qualifications. Other equivalent combinations of education, training and experience will be considered.)

Job Preparation

Education and Work Experience

High School or GED and five years accounting and cashiering with high-volume, high-staff coin/currency handling and record keeping experience or any combination of education and experience that provides the necessary knowledge, skills, and abilities to perform the classification duties and responsibilities. Experience in a lead position with extensive coaching and training responsibilities.

Knowledge, Skills and Abilities

- Mathematical and bookkeeping concepts and techniques
- Office procedures and methods
- Zoo cash office procedures
- Operate personal computer, 10-key adding machine, cash counting machine
- Lead, coach and train Zoo Cashiers and Cash Office Clerks
- Work efficiently without direct supervision
- Prioritize multiple tasks and handle interruptions
- Independently solve cash office problems
- Implement an effective training program for cash office clerks

METRO

Classification Description

- Organize and assign work, train, and lead co-workers and other employees
- Have neat and legible handwriting
- Direct, understand, follow, and issue complex written and oral instructions
- Perform detailed clerical work involving numerical data and to make mathematical calculations rapidly and accurately
- Make change and convert money to different denominations
- Quickly learn and follow structured procedures, both written and oral
- Solve problems within bounds of written instructions
- Adapt to changes in workload and to work with seasonal staff
- Apply Federal, State, and local policies, procedures, laws and regulations for respective field
- Use discretion with confidential and sensitive matters
- Provide excellent customer service by meeting the needs and interacting with employees, volunteers, vendors, the public, and others encountered during the course of work in a courteous and professional manner
- Establish and maintain cooperative working relationships with employees, volunteers, vendors, and others encountered during the course of work
- Work in a safe manner and follow Metro safety policies, practices, and procedures
- Perform the assigned duties of the position

Special Requirements

- Successfully pass the background checks and screening requirements of the organization

Tools and Equipment Used

- All standard office equipment including but not limited to computer and printer, fax machine and copy machines; computer software including MS based word-processing and spreadsheets

Supervision

- Supervision is received from Cash Office Supervisor or other management and supervisory personnel
- Leads work activities of Cash Office Clerks including making assignments, training and producing direction in assigned areas

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.

- Work is performed in an office setting and will navigate to other indoor and outdoor zoo locations in varying weather conditions. Lift up to 40 pounds.

METRO
Classification Description

The job classification description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.