

**COMMUNITY SERVICES DEPARTMENT
RECREATION DIVISION
POOL CASHIER/REGISTRATION ASSISTANT**

GENERAL DUTIES: Under direct supervision of the Aquatics Coordinator, Pool Manager and/or Assistant Manager, performs basic cashiering duties and varied clerical work of average difficulty as needed to facilitate swim lesson participant registration and fee collection for recreational swimming program.

GENERAL REQUIREMENTS:

Personal Appearance - Is appropriate for the work environment and meets expectations for the proper image of the city, as per department policy.

Attendance - Follows department/City policy in regards to punctuality and attendance.

Safety - Follows the Safety and Health Handbook, as well as other safety related standards, and avoids unnecessary risk to oneself, co-workers, citizens, and property.

Internal Relations - Conducts work in a manner which supports the overall team effort, and which avoids disruption of one's work and the work of others. Treats all City employees with respect. Takes responsibility to resolve differences. Finds solutions to problems. Respects racial, religious, ethnic, and sexual differences of others, and avoids derogatory statements regarding these differences.

Customer Service - Conducts work that fosters public support for the City, that will lead to fewer complaints and claims against the City. Treats customers with respect. Follows the same rules that one expects the customers to follow. Respects racial, religious, ethnic, and sexual differences of others, and avoids derogatory statements regarding these differences.

ILLUSTRATIVE EXAMPLES OF WORK:

1. Registration of swim lesson participants and organization of class enrollment figures.
2. Perform general cashier and clerical functions, collect fees and registration.
3. Light bookkeeping and clerical tasks, including balancing cash box daily.
4. Maintenance of files and records.
5. Compiles necessary reports.

6. Answers phone.
7. Provides information and referrals, publicity.
8. Work directly with the public at all times.
9. Issue swim passes.
10. Requisition supplies as needed.
11. Assist in first aid and emergency procedures as needed.
12. Check and secure valuables to be put in bags.
13. Check patrons for appropriate bathing attire and swim caps.
14. Perform related duties as assigned or required.

REQUIRED SKILLS, KNOWLEDGE AND ABILITIES:

SKILLS:

1. Computer skills and use of Microsoft Office products.
2. Excellent interpersonal and communication skills.
3. Excellent customer service techniques.

KNOWLEDGE: Knowledge of:

1. Principles and practices of working in a team environment.
2. General office practices and telephone etiquette; filing systems.
3. Correct English usage, spelling and punctuation.

ABILITIES: Ability to:

1. Perform simple cash transactions.

2. Communicate clearly and concisely, both orally and in writing.
3. Follow established safety procedures.
4. Learn and use a variety of word processing/computer software programs.
5. Display customer service techniques to deal tactfully and courteously with, program participants, and the general public.
6. Work various hours, including nights and weekends.
7. Respond to requests and inquires from the general public.

MACHINES/TOOLS/EQUIPMENT UTILIZED:

Typical office and field environments include the following:

1. Computer, keyboard and monitor
2. Laserjet or ink jet printer
3. Telephone
4. Copier
5. Calculator
6. Typewriter
7. Facsimile machine
8. Two-way radio
9. Keys to a variety of City locks
10. Report forms, pencils and pens
11. Specialized computer software
12. Cash register

PHYSICAL DEMANDS:

Under typical office or field conditions, employee will perform the following physical activities that include handling files, books, binders, and sometimes boxes of work-related material, lifting and pushing or pulling equipment:

1. Sitting, for prolonged periods of time working at a computer or attending meetings.
2. Walking
3. Standing, for up to 4 hours during presentations, training seminars, and recreational activities.
4. Kneeling
5. Bending/stooping
6. Twisting
7. Reaching

8. Carrying equipment up to 25 lbs.
9. Pushing/pulling equipment or boxes of materials, with a hand cart, up to 50 lbs.
10. Lifting, up to 25 lbs.
11. Speed, in meeting deadlines and using office equipment.

SENSORY DEMANDS:

Under typical office and field conditions, employee utilizes these senses while using a computer, printer, telephone, copier, calculator, fax machine, automobile, etc.:

1. Seeing
2. Speaking
3. Hearing
4. Touching

ENVIRONMENTAL AND FLOOR SURFACE CONDITIONS:

Office Conditions:

1. Indoors: Typical office conditions, up to 95% of the time.
2. Flooring: Low level carpeting, linoleum, tile, wood, etc.
3. Noise Level: Conducive to office settings with phones, copiers, radios, typewriters, etc.
4. Lighting: Conducive to normal office setting.
5. Ventilation: Provided by central heating and air conditioning.
6. Dust or Fumes: Normal indoor levels associated with dust and odors from paper, ink pens, copiers or other office-related equipment.

Field Conditions:

1. Outdoors: Typical field conditions, up to 5% of the time.
2. Travel: Under varying conditions via automobile, less than 20% of the time.
3. Flooring: Carpet, wood, tile, linoleum, uneven surfaces, grass, rock, asphalt, etc.
4. Noise Level: Normal outdoor levels when working or traveling in the field.
5. Lighting: Normal outdoor conditions, with chance exposure to extreme weather conditions.
6. Ventilation: Heating and air conditioning provided by a vehicle.
7. Dust or Fumes: Normal outdoor levels associated with pollen, dust, vehicle exhaust, etc.

HAZARDS:

Mechanical or electrical exposure is minimal while properly using standard office equipment such as a telephone, computer, printer, copier, calculator, fax machine, VCR, television, microphone, easel, overhead projector, tape recorder, etc.

When working or traveling in the field, there is some exposure to mechanical hazards while traveling in a vehicle.

ATMOSPHERIC CONDITIONS:

Minimal exposure to fumes occurs in a typical office environment. Typical exposure may result from use of copiers, dry erase pens, liquid paper, toner cartridges, ink pens, or other office supplies or equipment.

REQUIREMENTS, TRAINING EXPERIENCE AND QUALIFICATIONS:

1. High school diploma or equivalent.
2. Minimum of one (1) year of experience in clerical office work.
3. Extensive public contact/service experience preferred.
4. Basic bookkeeping skills preferred.
5. Possess and maintain a valid California Driver License along with a safe driving record necessary to operate assigned vehicle(s).
6. Valid tuberculosis (TB) Certificate.
7. Pass a pre-employment drug test.
8. Pass a Department of Justice criminal record check for employment.
9. Prefer non-tobacco user.
10. Prefer bilingual (English/Spanish).