

LANE-SCOTT ELECTRIC COOPERATIVE, INC.
JOB DESCRIPTION

I. IDENTIFICATION

- A. Title: CASHIER
- B. Department: FINANCE AND ACCOUNTING
- C. Reports to: FINANCE MANAGER

II. OBJECTIVES, RESPONSIBILITIES AND DUTIES

- A. To answer telephone calls and to greet members and visitors to the Cooperative in a friendly and courteous manner and to promptly direct such phone calls or persons to the proper department or employee of the Cooperative from which the desired service of the Cooperative is rendered. To provide accurate cashiering assistance that promotes good will between the Cooperative and its members.
 - 1. Obtain directions, assignments and instructions from his/her supervisor.
 - 2. Maintain office files and other assigned materials and equipment.
 - 3. Answer telephone and assists with answering radio. Respond to routine inquiries. If non-routine, route to appropriate personnel for resolution.
 - 4. Prepare routine reports as required.
 - 5. Suggest procedures and forms which can improve the efficiency of operations.
 - 6. Attend monthly safety meetings.
 - 7. Receive payments for consumer bills over the counter.
 - 8. Keep on file current copies of telephone directories within the Cooperative's service area.
 - 9. Ensure the telephone is attended at all times.
 - 10. Take messages for the Cooperative staff. During outages, take messages for and relay information to the Operations Department.
 - 11. Receive office visitors and refer to appropriate personnel.
 - 12. Post member payments and prepare daily deposit of money received, OBI reports & balancing and EFT reports and balancing.
 - 13. Balance cash drawer daily and account for petty cash.
 - 14. Type letters and reports and make copies as required.
 - 15. File member correspondence, reports and other data for future reference.
 - 16. Make calls to members for planned outages.
 - 17. Inventory, order, and receive office supplies.
 - 18. Scan paper documents into document vault.
 - 19. Auto & General Liability Insurance Claims.
 - 20. Plan and organize Annual Christmas party.
 - 21. Assist with records retention/rotation and destruction of documents.
 - 22. Send employee and trustee flowers and memorials.
 - 23. Bill pole attachments annually.
 - 24. Perform administrative services for the General Manager and Board of Trustees.
 - 25. Assist with General Manager and Board of Trustee travel arrangements and meeting registrations.
 - 26. Perform board meeting preparations including board reports, agenda, and compiling the monthly board packet for posting to website.
 - 27. Maintain official board meeting minutes. (paper and scanned)
 - 28. Assist with annual meeting preparation.

29. Deliver and pick up mail from post office daily.
30. Process returned checks.
31. Bankruptcy process.
32. Credit letters for members.
33. Schedule FedEx and UPS shipments.
34. Order Christmas gifts for employees, directors and City of Ness City.
35. Prepare Easter Eggs for Community Easter Egg Hunt.
36. Restock forms and update forms when necessary.
37. Office building monthly inspections for safety meeting.
38. Run account history-member year end reports when requested.
39. Backup for website email correspondence for billing department.
40. Backup for DQ notices, calls, cutoffs and disconnect/reconnect for billing dept.
41. Backup for ACH process for billing department.
42. Backup for billing department and procedures.
43. Backup for ACH forms for billing department.
44. Backup for Budget Billing for the billing department.
45. Other duties as required or directed.

III. RELATIONSHIPS

- A. Inside the organization
 1. Reports to: Finance Manager.
- B. Outside the Organization
 1. Member/consumers - Providing prompt, courteous service and information.

IV. AUTHORITIES AND ACCOUNTABILITY

- The Cashier shall have full authority to carry out the responsibilities and duties of this position in conformity with established policies and procedures.
- (S)He should remember that (s) he is accountable to the management of the Cooperative for the efficient performance of these responsibilities and that, although some of these responsibilities may be assigned to another person, the accountability for the successful completion of these responsibilities cannot be.
- (S)He is encouraged to use initiative and judgment in making decisions, remembering that the Cooperative's best interests can be affected by his (her) actions.
- (S)He should feel free to make suggestions for the improvement of operations and efficiency.
- (S)He shall secure the approval of the Finance Manager in making decisions when policies are not clear or require interpretation.
- The position of Cashier is a non-exempt position under the provisions of the Fair Labor Standards Act and subject to Cooperative policies and procedures pertaining to overtime hours and premium pay.

V. SPECIFICATIONS

- **Education:**
High School diploma or equivalency required.
- **Experience:**
One-year office experience required, with emphasis on dealing with the public by phone or in person. A portion of the education requirement may be substituted for experience.

➤ **Job Knowledge:**

Knowledge of office practices and procedures desirable, with an understanding of billing, collection, organization, and other procedures helpful. Must be familiar with the operation of standard office equipment. Computer skills and knowledge are essential.

➤ **Abilities and Skills:**

Should have considerable skill in effectively dealing with a variety of people under difficult circumstances. Possess good telephone skills, ability to handle a variety of diverse tasks and organize work to meet deadlines. Typing should be accurate with reasonable speed to complete work. Should be proficient in the use of office equipment. Should have proficient computer skills and knowledge.

➤ **Working Conditions:**

Normal office conditions. Occasional overtime required. Must be willing to attend seminars and workshops as requested.

Dated: _____
_____ **GENERAL MANAGER**

Accepted by:

Date: _____
_____ **EMPLOYEE**

Date: _____
_____ **SUPERVISOR**