

CASHIER
HOUSTON COUNTY ELECTRIC COOPERATIVE, INC. - CROCKETT, TX
Position Responsibility Guide

1 POSITION FUNCTION SUMMARY

Responsible for serving as the first point of contact for members and visitors of the Cooperative, ensuring a friendly and professional atmosphere. Process member payments, maintain the cash drawer, and assist the Member Service Representatives as needed to provide effective member service, including answering phone calls and maintaining confidentiality.

2 PRINCIPAL ACCOUNTABILITIES & RESPONSIBILITIES

This general overview only includes essential functions of the job and does not imply that these are the only duties to be performed by the employee occupying this position. Within the limits of approved board policies, operating guides and procedures, the Cashier assumes responsibility for the following activities:

- (a) Greet all Members and visitors in a courteous and professional manner, promoting goodwill and a cooperative spirit. Visitors should receive immediate assistance and be directed to the appropriate department.
- (b) Balance multiple responsibilities by assisting members in the lobby and drive-thru, while responding to a high volume of incoming calls, and completing cashier duties while maintaining professionalism, accuracy, and excellent customer service.
- (c) Accept and process, in a timely manner, payments over the counter, in the drive-thru, and by phone for electric service, special deposits, application fees, security light fees, aid to construction, and other miscellaneous fees.
- (d) Reconcile daily cash/check and payment stub totals, balance cash drawer and prepare deposit for submission to the bank.
- (e) Provide reliable information to members regarding payments, deposits, meter readings, billing information, credit, rates and service rules, capital credits, prepaid metering program and other cooperative business, as necessary.
- (f) Assist in opening of the daily incoming mail, payment arrangements on delinquent accounts, adjustments and billing corrections, and non-pay disconnects.
- (g) Assist members seeking payment assistance from community outreach programs.
- (h) Maintain a secure, clean, and organized cashier office that reflects a professional appearance. Open the vault daily and secure all cash and negotiable instruments in accordance with established policies and internal controls while maintaining an orderly workspace that promotes efficiency, accuracy, and excellent member service.
- (i) Protect the confidentiality of members, employees, and cooperative information by preventing the unauthorized use or disclosure of private or confidential information.
- (j) Maintain a high degree of accuracy in all cash handling, payment processing, transaction documentation, and member transactions while complying with Cooperative policies, procedures, and internal controls.

3 EDUCATION AND EXPERIENCE

High school diploma or equivalent required. Background with utility industry is preferred.

4 KNOWLEDGE, SKILLS AND ABILITIES

- (a) Spanish bilingual preferred.

- (b) Must have a pleasing personality and be able to tactfully and cheerfully communicate with the membership, general public, and fellow employees.
- (c) Must be able to operate office equipment and computers.
- (d) Must be able to multitask and work with an irregular volume of activity.

5 PERSONAL CHARACTERISTICS

Personal characteristics to include: a team player, high integrity, pleasant disposition, good personal habits, organized and efficient, regular work attendance, attention to detail, courteous and friendly, able to work well with diverse groups of people, and able to gain and maintain the respect of others, both inside and outside the Cooperative. Expects change, both internal and external, and adapts positively. Seeks more efficient and effective ways to carry out responsibilities.

6 REPORTING RELATIONSHIPS

The Cashier will report to the Member Services Manager.

7 POSITION SPECIFICATIONS

Fair Labor Standards Act Provisions

This position is non-exempt under the provisions of the Fair Labor Standards Act and is subject to the Cooperative's policies and procedures pertaining to overtime hours and premium pay.

8 WORKING CONDITIONS/PHYSICAL REQUIREMENTS

This position will require extended periods of sitting at a desk, working on a computer, and talking on the phone. The position will also interact with the public and meet with members personally. Emergency situations could involve long, unusual work hours in the office during inclement weather. Some travel may be required.

Name

Date