

GEORGETOWN-SCOTT COUNTY PARKS AND RECREATION

POSITION TITLE: Head Cashier – Suffoletta Family Aquatic Center (Part-Time /Seasonal)

POSITION CLASSIFICATION: Non-Exempt

GRADE: N/A

SALARY: \$12.50

DEPARTMENT: Aquatics

IMMEDIATE SUPERVISOR: Aquatics Management Team

SUPERVISES: Cashiers

CHARACTERISTICS OF POSITION: Under general direction of the aquatics managers and direct supervision of the manager on duty, performs daily check-in and admissions for all customers, pass-holders, event attendees, and fitness attendees. Ensures all customers pay and enter the facility appropriately and counts and manages money properly throughout the day. Performs related work as required. Works a flexible schedule with open availability. Assists in training and informing cashiers. Schedules cashiers and slide attendants.

GENERAL DUTIES AND RESPONSIBILITIES:

Essential: Participates in all in-service trainings (two per month). Brings all questions and concerns to immediate supervisor on duty. The head cashier (while on duty) is responsible for the admission and payment management of all Suffoletta Family aquatic customers including daily admissions, pass-holders, special event attendees, spectators, and fitness class customers. This position is tasked with ensuring all customers pay and enter the facility properly. Report suspicious behavior experienced at the front desk to the manager on duty. Sell swim diapers and locker locks as they are requested or necessary. Enforce rules as necessary (no large pool floats, noodles, coolers, outside food and drink, or alcohol allowed on the premises, proper swim wear is worn in the pool, etc.). Communicates with manager on duty via radio or other device regarding questions, concerns, incidents, or any major events transpiring on or near the property. Counts total money and profits at the end of the day and deposits daily revenue in bank deposit box alongside manager on duty. In the event of an emergency, the cashier will call and notify first responders while restricting entrance to customers until the situation is resolved. Tasked with disciplining cashiers when mistakes are made, or preventable problems are created by a specific employee. Will issue positive reinforcement reports when cashiers perform above and beyond the call of duty. The head cashier is responsible for ensuring cashiers are prepared and educated regarding all responsibilities, tasks, duties, and any additional information required during their employment with Georgetown – Scott County Parks and Recreation. Other duties may be assigned as necessary.

Nonessential: May serve in any other areas or capacities deemed appropriate by the aquatics managers.

QUALIFICATIONS/REQUIREMENTS:

Education, Training, Experience: Some college education is required. Prior training in handling money is required. This position will be trained to the standards set by the aquatics managers and the organization before they begin working on the clock as an employee. Must have experience in working and conversing with the public of all ages. Required experience in handling money and making sales. Experience in leadership is preferred.

SPECIAL KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge: General knowledge of cash register operations, credit card machine operations, cash register program, and facility rules (located online at gscparcs.com). Comprehensive knowledge of customer service. Detailed knowledge of effective communication with customers, staff, and supervisors. Strong knowledge of our recreation and register program (will be given training upon hiring).

Skills: Effective communication skills are required. Must be skilled in basic math, counting, addition, subtraction, multiplication, division, fractions, percentages, and any other math necessary to complete required tasks. Problem-solving and crisis mitigation skills are imperative. Must be skilled in training and leading efficient, honest, and respectful employees.

Abilities: Ability to be honest and maintain moral fiber while operating around cash and other forms of US currency. Ability to establish and maintain effective working relationships with Parks and Recreation employees and the public. Ability to prepare and maintain accurate reports. Ability to communicate effectively both orally and in writing. Ability to make decisions and perform well while under stress when problems arise. Ability to own and learn from mistakes.

SPECIAL LICENSING REQUIREMENTS: Must be 18 years of age or older and have a Valid Kentucky driver's license on file with HR; CPR and First Aid certified.

ADDITIONAL REQUIREMENTS:

Instructions: Specific; must arrive to work at least five minutes early well rested and prepared for a busy day. Cashier will then remove start-up money from the safe, count the money, have a manager recount it, then place it in the register. The cashier will then prepare and organize the front desk area for efficient use of the workspace throughout the day. The cashier will manage all admission and front-desk transactions during their

scheduled shift, communicating to the manager on duty any problems that arise. At the end of the day, the cashier will count money and deposit revenue in the bank deposit box with the supervision of the manager on duty. Will schedule cashiers and slide attendants based on what they have requested in the schedule book. Reserve the right to deny time/days off within reason.

Processes: Works to refine current methods of assigned tasks. Communicates any questions, concerns, or ideas to correct issues and improve the workplace for all employees.

Review of Work: Work is reviewed one to three times per year through oral and written reports during an evaluation interview with the aquatics managers.

Analytical Requirements: N/A

Work Environment: Indoor, outdoor, and semi-outdoor environments.

Availability: Generally available to work most days of the week. Will be expected to work 3-5 days per week on average. Scheduled days off may be requested but are not guaranteed.

Physical Demands:

Lifting: Some required (up to 50 pounds). Requires standing, walking, and sitting.

Use of Equipment: Computers and cash drawers. Tools related to parks recreation and maintenance; small hand tools; normal office equipment.

Vehicle Operation: Automobile when needed.