

CITY OF TOPPENISH
Class Specification

Title: Pool Cashier

Department: Recreation & Aquatics

FLSA Status: Non-Exempt

Reports to: Activities Program
Manager

Union Status: Non-Represented

Effective Date: April 24, 2024

Position Summary:

Under general supervision, readies till for shift, ensures all items for sale are stocked and displayed correctly, greets public, takes money and swim passes, counts, and admits patrons to the facility, balances till and prepares deposits. Assists customers with information, manages the lost and found box, keeps cashier area clean and assists with shift clean up.

Essential Duties and Responsibilities:

The following statements reflect the general duties and responsibilities of this position but should not be considered an all-inclusive listing. The employee is also expected to meet the technical performance standards developed for this position and the City's standards for interpersonal and team behaviors, customer contacts, and supervision. Employee may also perform other duties as assigned, including work in other functional areas to cover absences or to meet current workload needs.

Collect money bag from office to ready the till for shift. Ensure to count money and maintain a minimum amount and sufficient change.

Provides customer service and greets customers in a friendly and professional manner.

Provide information about the facility, rules and procedures when requested.

Manage the lost and found items.

Answer the pool phone.

Take money and swim passes, admit customers, and keep a running count by using hand tally counter.

Balance till and ready deposit at the end of shift.

Assist with clean up.

Assist with Emergency Action Plan as directed.

Receive and fulfill concession stand orders while safely operating concession stand machinery.

Must wear the uniform provided at all times throughout scheduled shift.

Supports the relationship between the City of Toppenish and the constituent population by demonstrating courteous and cooperative behavior when interacting with clients, visitors, and

City staff; promotes City goals and priorities in compliance with all policies and procedures.

Demonstrate punctual, regular, and reliable attendance, which is essential for successful job performance.

Other Job Requirements:

Present a positive, professional image; maintain cooperative and effective working relationships; assure excellent customer service with internal and external customers.

Execute assignments, projects, and job responsibilities efficiently and within defined timeframes, work independently and effectively with little direction.

Demonstrate good judgment and employ critical thinking to execute duties, identify issues, seek solutions, and recommend improvements in support of departmental goals.

Provide assistance to co-workers and higher-level management; participate in resolving operational or interpersonal concerns; participate in training, meetings, and on committees as assigned.

Respect the value of diversity in the workplace and the community.

Supervisory:

This position does not supervise subordinates. The position may provide general or technical guidance on departmental and city processes or procedures to assist new employees become familiar with the department and city operations.

Work Schedule:

This position works a varied work week schedule with occasional early mornings, evenings, and weekends. When overtime is required; overtime pay will be provided for hours worked over 40 hours in that workweek.

Qualifications:

Position requires no cashiering experience, however, must be able to use basic mathematic functions such as addition and subtraction; or any combination of relevant education and experience which would demonstrate the knowledge, skills and abilities required to perform the duties listed above. Successful applicants must also:

- Must possess and maintain a Food Handlers Certificate prior to the first day of employment.

- Must possess and maintain a Basic First Aid/CPR Certificate prior to the first day of employment.
- Pass a background investigation.
- Must possess and maintain a valid Washington State driver's license or State Identification Card. Must possess and maintain a driving record acceptable to the City and the City's insurance carrier OR must be able to provide own transportation to and from job, meetings, and related job sites.
- Be legally able to work in the United States.

Competencies:

Knowledge of:

- Cash management operations and record keeping.
- Washington Administrative Code Chapter 246-260 regarding water recreation facilities.
- Principles and practices for the position held.
- General office procedures.

Ability to:

- Communicate effectively orally, in writing, and by demonstration to co-workers and the public.
- Ability to learn and operate cash register functions.
- Able to perform multiple tasks simultaneously (take money/passes, count admissions, ring in cash, assist public).
- Remain current on practices and technological advances for the position held.
- Remain calm and influence, persuade, reassure, and defuse interpersonal conflicts while resolving problems for co-workers and the public.

Personal Qualities:


- Interpersonal skills using tact, patience and courtesy.
- Greet the public and co-workers in a professional manner and clearly convey a sincere willingness to be of service and/or be open to resolving the situation at hand. Clearly explain self or answer, when necessary, take the time to confirm your answer is understood.
- Look for opportunities to build trust; research more data if needed; willing to negotiate schedule to accommodate another's needs.

Working Conditions:

Works with the public, some of which may be irate, upset, or disturbed. Frequent extension of workday to meet deadlines. Frequent use of both hands in reaching/handling/grasping/fingering while performing duties. Occasional bending/twisting at knees/waist/neck while performing related activities. Occasional kneeling/crouching/crawling. Occasional heavy work includes lifting and carrying up to fifty (50) pounds. Occasionally ascends/descends stairs, ladders and inclines while maintaining balance. Physical strength and ability sufficient to perform manual labor for extended periods under wet, cold, hot and generally unpleasant conditions. May require continuous moving, sitting, or standing for extended periods of time. Continuous use of all senses

including feeling/talking/hearing/seeing while performing duties and while communicating with coworkers, the public and completing all tasks as assigned.

Approved:



City Manager

4-24-2024

Date