



USUAL & CUSTOMARY JOB ANALYSIS/DESCRIPTION

JOB TITLE:	Cashier/Customer Service Technician
DEPARTMENT:	Finance
EMPLOYER:	Vallejo Sanitation and Flood Control District 450 Ryder Street, Vallejo, California 94590
DATE PREPARED:	November 13, 2006
WORK SCHEDULE/HOURS:	8 hours per day, 5 days per week; or 9/80, 8 to 9 hours per shift, 4 to 5 days per week
EMPLOYEE:	
D/I:	
CLAIM NUMBER:	

Employer's Business: The employer, Vallejo Sanitation and Flood Control District, is a government agency responsible for the collection and treatment of wastewater from the sanitary sewer system and the protection from storm water.

Essential Functions

Overview:

To perform customer service duties in support of utility service programs, such as sewer bill help line support, monitoring customer service, cash receipts processing and updating for utility payments and other charges, daily lockbox payments update and bank deposit preparation, perform routine customer account maintenance, process documents for District Programs, e.g., utility billing and customer service, special projects as assigned, and other related work as required. Work of this class requires the use of initiative and independent judgment. Receives general supervision from the Finance Director or designee.

Essential Functions:

Provides lead telephone support for the sewer bill help line to assist customers with service and payment status, to respond to inquiries, and to resolve complaints to the extent possible; monitor and provide customer service, conduct research and offer solutions on how to improve customer service.

Processes payments received in person, through the mail lockbox for the collection of utility billings and other District fees and charges; update daily lockbox payments. Balance daily receipts and prepare bank deposit for pickup by armored transport.

Performs routine maintenance of utility billing accounts with information received from customers and title companies, including name and address corrections, returned mail processing, and updates, in accordance with District policy. Prepares work orders for more complex corrections and adjustments for follow-up by Accounting Technicians. Perform utility billing updates as a back-up.

Processes billing adjustments to apply penalty charges for NSF checks or ACH returns in accordance with District policy, or to remove late charges, if applicable.

Processes documents in support of customer service programs for utility billing and monitoring levels of service, including forms for automatic bill payment, low income customers, customer service agreements, alternate billing agent agreements, and customer surveys.

Calculates and provides pro-rated billing amounts to title companies and interested parties upon request to facilitate customer account updates.

Maintains accurate records and files.

Performs routine clerical duties as required, such as data-entry and filing.

Prepares a variety of reports, correspondence, spreadsheets and other written materials.

Conducts and participates in special projects as required.

Retrieves and sets paperwork and files in and out of file cabinet drawers.

Utilizes a computer to enter and retrieve information including accessing customer accounts, researching customer information, processing payments, maintaining accurate records and reports, electronic-mail correspondence, and other related tasks.

Utilizes a writing utensil to complete notes during meetings and paperwork.

Utilizes a telephone to communicate with staff and customers.

Utilizes standard equipment including copy and fax machines, printers and related office equipment.

Marginal Functions:

The employee may assist administrative office staff with telephone or counter support.

Minimum Qualifications

EDUCATION & EXPERIENCE

Graduation from high school or equivalent.
College coursework or certificate program in business, or training related to customer service and cash handling procedures desirable.
At least one year of cashier/customer service technician experience, including customer assistance, cash handling and reconciliation, data processing and data entry using a computer based customer information system. Experience in a public agency is desirable.

KNOWLEDGE, SKILLS & ABILITIES

Knowledge of customer relation's techniques for dealing with the public, in person and over the telephone.
Knowledge of standard office practices and procedures, including record keeping and the operation of standard office equipment.
Knowledge of computer applications related to the work, e.g., Word, Excel.
Knowledge of mathematical principles.
Knowledge of correct business English, including spelling, grammar and punctuation.
Skill in effectively supporting the operations, services and activities of a customer service program.
Skill in interpreting, explaining and applying utility policies and procedures related to the work.
Skill in responding tactfully and courteously with the public in answering customer inquiries and complaints; effectively handle situations with challenging customers.
Skill in making accurate arithmetic calculations.
Skill in entering data into an on-line computer system with speed and accuracy.
Skill in maintaining accurate accounting and financial records and preparing accurate and timely reports related to the work.
Skill in using initiative and independent judgment within established procedural guidelines.
Skill in establishing and maintaining effective working relationships with those contacted in the course of the work.
Must be able to lift, pull or push 25 pounds.
Must be able to communicate with irate or difficult people.
Must be able to accept constructive criticism from supervisors, coworkers and subordinate employees.

LICENSE (S)

Must possess a valid Class C California Driver's License at the time of employment. The ability to drive District vehicles is a specific requirement for this position. For that reason, it is the employee's responsibility to maintain a driving record that is acceptable to the District's insurance carrier or be subject to dismissal.

Physical Demands

For the purpose of determining frequency of activity, this job analyst refers to an eight-hour workday.

STANDING	Frequency: Duration: Surfaces: Associated Tasks:	Less than 1 to 5 hours. Seconds to less than 30 minutes at a time. Carpet, tile. Assisting customers at the front counter, operating office equipment, communicating with coworkers and performing other described job duties.
WALKING	Frequency: Duration: Surfaces: Associated Tasks:	Less than ½ hour to 1 hour. Seconds to less than 5 minutes at a time. Carpet, tile. Walking within the building, to and from office equipment and performing other described job duties.
SITTING	Frequency: Duration: Surfaces: Associated Tasks:	3 to 6 hours. Less than ½ hour to 1 hour at a time. Cushioned office chair. Utilizing a computer, telephone, reading and writing and performing other described job duties.
KNEELING/ CROUCHING/ SQUATTING	Frequency: Duration: Surfaces: Associated Tasks:	Less than 5 times. Seconds at a time. Tile, carpet. Retrieving or setting paperwork/files from lower areas including shelves or drawers.
CRAWLING	Frequency: Duration: Surfaces: Associated Tasks:	Not a job requirement.
LAYING ON BACK/STOMACH	Frequency: Duration: Surfaces: Associated Tasks:	Not a job requirement.
CLIMBING/ BALANCING	Frequency: Duration: Surfaces: Associated Tasks:	Not a job requirement.

BENDING		
Waist:	Frequency: Duration: Associated Tasks:	Alternated with squatting, employee preference.
Head/Neck:	Frequency: Duration: Associated Tasks:	2 to 3 hours. Seconds at a time. During normal body mechanics, reading and reviewing paperwork and performing other described job duties.
Wrists:	Dominant Hand: Frequency Dominant: Non-Dominant: Bilateral: Duration: Associated Tasks:	2 to 3 hours. Less than 1 hour. Less than ½ hour. 1 to 2 hours. Seconds to less than 5 minutes at a time. During normal body mechanics, handling paperwork, including counting money, handling office supplies and related items.

TWISTING/ROTATING		
Waist:	Frequency: Duration: Associated Tasks:	Not a job requirement.
Head/Neck:	Frequency: Duration: Associated Tasks:	Less than 1 hour. Seconds at a time. During normal body mechanics. The motion is from center to the right back to center or center to the left back to center up to 35-degrees.
Wrists:	Dominant Hand: Frequency Dominant: Non-Dominant: Bilateral: Duration: Associated Tasks:	Less than ½ hour Alternated with bilateral. Alternated with bilateral. Less than ½ hour Seconds at a time. Handling and counting money, handling paperwork.

UPPER EXTREMITY USE:	Dominant Hand: [indicate LEFT or RIGHT]
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REACHING		
Primary Reach Zone: (elbows bent at waist level, hands in forward extension)	Frequency Dominant: Non-Dominant: Bilateral: Duration: Associated Tasks:	2 to 4 hours. 1 to 2 hours 0 1 to 2 hours. Seconds to less than 15 minutes at a time. Utilizing a computer keyboard and input device to enter and retrieve data.
Above Shoulder Level	Frequency Dominant: Non-Dominant: Bilateral: Duration: Associated Tasks:	0 to 1 time. 0 to 1 time. Alternated with dominant. Alternated with dominant. Seconds at a time. Retrieving and setting items on/off upper shelves.
Between Waist and Shoulder Level	Frequency Dominant: Non-Dominant: Bilateral: Duration: Associated Tasks:	2 to 3 hours. Less than 1 hour. Less than ½ hour. 1 to 2 hours. Seconds to less ½ hour at a time. Handling office supplies, paperwork, counting and handling money and performing other described job duties.
Below Waist Level	Frequency Dominant: Non-Dominant: Bilateral: Duration: Associated Tasks:	Less than 5 times. Less than 5 times Alternated with dominant. Alternated with dominant. Seconds at a time. Retrieving paperwork or related items from lower shelves.
PUSHING/ PULLING	Frequency Dominant: Non-Dominant: Bilateral: Duration: Associated Tasks:	Less than 15 minutes. Less than 15 minutes Alternated with dominant hand. Alternated with dominant hand. Seconds at a time. Opening or closing file cabinet drawers, closing a cash register drawer, assisting in organizing utility bills for collection at a central location. Unilateral or bilateral hand use.

LIFTING/CARRYING		
0 to 10 lbs.	Objects: Frequency Dominant: Non-Dominant: Bilateral: Distance: Height: Associated Tasks:	Writing utensils, money, checks, credit cards, paperwork, office supplies, files, paperwork and related items. 2 to 3 hours. Less than 1 hour. Less than ½ hour. 1 to 2 hours. 0 to less than 50 feet. Ground to shoulder level. Utilizing a writing utensil, handling paperwork, files, money, credit cards etc. handling office supplies, using a telephone handset (a headset is available) and related items.
11 to 25 lbs.	Objects: Frequency Dominant: Non-Dominant: Bilateral: Distance: Height: Associated Tasks:	File box. 1 time per week. 0 0 1 time per week. Less than 10'. Ground to waist level Retrieving and relocating a file box, pack documents while archiving.
26 to 50 lbs.	Objects: Frequency Dominant: Non-Dominant: Bilateral: Distance: Height: Associated Tasks:	Not a job requirement.
51 to 75 lbs.	Objects: Frequency Dominant: Non-Dominant: Bilateral: Distance: Height: Associated Tasks:	Not a job requirement.
75 to 100 lbs.	Objects: Frequency Dominant: Non-Dominant: Bilateral: Distance: Height: Associated Tasks:	Not a job requirement.
100+ lbs.	Objects: Frequency Dominant: Non-Dominant: Bilateral: Distance: Height: Associated Tasks:	Not a job requirement.

HAND DEMANDS		
Simple Grasping	Frequency: Dominant: Non-Dominant: Bilateral: Duration: Associated Tasks:	2 to 3 hours. Less than 1 hour. Less than ½ hour. 1 to 2 hours. Seconds to less than 15 minutes at a time. Handling office supplies, paperwork, using a telephone handset (a headset is available) and performing described job duties.
Power Grasping	Frequency: Dominant: Non-Dominant: Bilateral: Duration: Associated Tasks:	0 to 1 time 0 0 0 to 1 time Seconds at a time. Retrieving and relocating a file box.
Fine Manipulation	Frequency: Dominant: Non-Dominant: Bilateral: Duration: Associated Tasks:	3 to 5 hours. 1 ½ to 2 ½ hours. Less than ½ hour. 1 ½ to 2 ½ hours. Seconds to less than 15 minutes at a time. Utilizing a computer keyboard and input device, writing utensil, pressing telephone buttons to make outgoing calls, handling money, receipts, checks and credit cards, pressing buttons while operating standard office equipment, utilizing an adding machine/10-key calculator.

SPECIAL ENVIRONMENT	Indoors, office setting; which is temperature controlled
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MACHINES/TOOLS	Credit card machine	Cash drawer	Computer	Printers
	Copy machine	Writing utensils	Fax machine	Adding machine

Note: The following are not physical requirements of this job: crawling, laying on back/stomach, climbing/balancing, twisting waist, lifting/carrying over 20 pounds.

NOTICE: The Examples of the Essential and Marginal Functions, responsibilities, work environment, physical demands etc. listed in this Job Analysis are representative only, and not exhaustive of the tasks that an employee may be required to perform.

EMPLOYER COMMENTS:	
This Job Analysis accurately represents the duties of a Cashier/Customer Service Technician to the best of my knowledge.	
EMPLOYER CONTACT NAME:	
EMPLOYER SIGNATURE:	DATE:

EMPLOYEE COMMENTS:	
This Job Analysis accurately represents the duties of a Cashier/Customer Service Technician to the best of my knowledge.	
EMPLOYEE NAME:	
EMPLOYEE SIGNATURE:	DATE: