



JOB DESCRIPTION

CASHIER

Rev. Date:

06-04-2024

Reports to

Office Manager

Directs

No direct reports

Purpose of Position

The purpose of the cashier is to collect Lexington Electric System customer payments. The cashier also ensures that the service needs and concerns of the customer are met.

Responsibilities & Duties

1. Responsible for posting and receiving all payments, including mail and night depository.
2. Responsible for closing and balancing cash drawers at the end of each day.
3. Responsible for answering inquiries from customers concerning the amount of their bills or their account balance.
4. Responsible for answering incoming telephone calls and routing them to the appropriate personnel.
5. Responsible for assisting customers with various problems including answering questions about bills, services, and policies.
6. Responsible for performing accurate and thorough analysis of customer accounts, as needed.
7. Responsible for providing appropriate information to our customers and the general public.
8. Responsible for following through on commitments made to the customers.

9. Responsible for working with the customers to achieve account resolutions.
10. Responsible for processing returned mail, as necessary.
11. Responsible for providing assistance to other customer service departments, as needed.
12. Responsible for carrying out other duties assigned by the Office Manager.

PHYSICAL ACTIVITIES

- A. **Walking:** Must be able to move about, as required, to accomplish tasks. The employee is frequently required to stoop, kneel, crouch, or crawl.
- B. **Lifting:** Raising objects weighing up to 50 pounds from a lower to a higher position or moving objects horizontally from position-to-position.
- C. **Communication:** Written, oral, and technical communication is required. Employee must be able to communicate with the customer and other employees in a professional manner.
- D. **Hearing:** Must be able to hear the spoken word with or without correction, either in person or on the telephone.
- E. **Visual Acuity:** Have vision sufficient, or corrected sufficiently, to read printed material on various forms of applications, computer monitors, and interoffice communications.

Working Conditions

This employee typically works indoors in an office environment and may be in close contact with the public.

Experience

Previous experience dealing with the public, preferred.

Preferred Education

High School Diploma or equivalent

Job Knowledge, Abilities and Skills

1. Must have the ability to work with customers on a variety of issues. This position requires emotional restraint and intellectual responses to customers.
2. Must be able to work with the public in courteous ways.
3. Must possess good organizational skills.
4. Must possess computer knowledge and typing experience.
5. Proficient in Microsoft Office applications, especially Excel, Outlook, and Word.
6. Must have the ability to establish and maintain an effective working relationship

- with the public and other employees.
7. Must have the ability to apply common sense understanding to carry out instructions furnished in written or oral form.
 8. Must have the ability to add, subtract, multiply, and divide all units of measurement.
 9. Must be able to handle multiple interruptions and adjustments to priorities throughout the day.
 10. Must be able to communicate effectively with diverse and sometimes irate individuals and to handle calmly and efficiently situations ranging from routine to emergency.
 11. Must have excellent memory and organizational ability to deal with multiple responsibilities.
 12. Must be familiar with all departments, personnel, locations, and telephone extension numbers in order to route calls appropriately.
 13. Must possess enough knowledge of the principles, practices, and processes involved in the distribution of electric power to communicate with customers to their satisfaction.
 14. Must possess a knowledge of occupational hazards and safety procedures.

Other

Maintain current Tennessee Drivers License.

Attend TVPPA and all other training sessions, as assigned.