



JOB DESCRIPTION

January, 2016
FLSA: NON-EXEMPT

EVALUATION FORM

POSITION TITLE: CASHIER I, II

DEPARTMENT: RECREATION

REPORTS TO: RECREATION SUPERINTENDENT AND ASSIGNED SUPERVISORY STAFF

SUPERVISION GIVEN TO: (CASHIER I) N/A
(CASHIER II) GENERAL SUPERVISION OVER ASSIGNED STAFF

EMPLOYEE NAME: _____ **SIGNED:** _____

EVALUATION PERIOD: _____ **EVALUATION DUE:** _____

The following statements are intended to describe the major elements and requirements of the position and should not be taken as an all-inclusive list of responsibilities, duties, and skills required of individuals assigned to this job.

JOB SUMMARY: Under general supervision, provides responsible customer service at an assigned facility; performs basic cash handling; collects tickets; and performs related work as required.

EDUCATION, EXPERIENCE, TRAINING

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

1. (Level I-II) Sufficient formal and informal education to ensure ability to read and write at a level required for successful performance.
2. (Level I) No previous experience is required.
3. (Level II) One (1) year of responsible experience performing cashier work.

CLASS CHARACTERISTICS

Cashier I: This is the entry-level class in the cashier series and works under close supervision. As knowledge and experience are gained, the work becomes broader in scope, and is performed under more general supervision. This class may be used as a training class. Employees may have only limited or no directly related work experience.

Cashier II: This is an experienced-level class that performs a variety of customer service and cashiering duties related to assigned activities and services. The incumbent performs the full range of cashiering duties as assigned, and must have the ability to work independently. Positions at this level receive instruction or assistance as new or unusual situations arise and are aware of the operating procedures and policies of the work unit.

PERFORMANCE EVALUATION INSTRUCTIONS: SCORE EACH CATEGORY BASED ON THE FOLLOWING CRITERIA:			
3 MEETS AND EXCEEDS ALL STANDARDS	2 MEETS ALL STANDARDS	1 MEETS SOME STANDARDS -SOME IMPROVEMENT NEEDED	0 IMPROVEMENT NEEDED
***NOTE: Please refer to "Position Responsibilities and Evaluation Ratings" for more detailed information about the ratings.			

SECTION I: PERFORMANCE ACCOUNTABILITY

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

A. ESSENTIAL JOB FUNCTIONS

		RATING
1.	Performs cashiering duties; receives money and issues receipts; performs daily reconciliation of cash drawer and cash register tape; collects tickets; participates in generating attendance reports; maintains accurate records.	
2.	Screens calls and patrons; responds to complaints and requests for information; assists in interpreting and applying regulations, policies, and procedures; resolves complaints.	
3.	Maintains the general condition of the facility; keeps work areas clean.	
4.	Monitors use of facilities by user groups to ensure a safe environment; assists in enforcing established rules of facility use and participant conduct.	
5.	Opens, closes, and secures facilities at appropriate times.	
6.	(Cashier II) May exercise technical and functional direction over and provide training to lower-level or less experienced staff.	

B. KNOWLEDGE OF WORK

		RATING
1.	Principles and procedures of record keeping, reporting, and cash collection and handling.	
2.	Principles and practices of basic customer service techniques.	
3.	Basic mathematical principles.	
4.	Modern office practices, methods, computer equipment and computer software related to work.	
5.	English usage, spelling, vocabulary, grammar, and punctuation.	
6.	Techniques for providing a high level of customer service to the public and District staff.	

C. DUTIES AND RESPONSIBILITIES

		RATING
2.	Learns, understands, and applies facility use policies and procedures.	
3.	Establishes and maintains effective working relationships.	
4.	Provides courteous assistance to facility patrons.	
5.	Responds to, and effectively prioritizes, multiple phone calls and other requests for service.	
6.	Makes accurate arithmetic computations; accurately processes cash transactions.	
7.	Maintains accurate logs, records, and basic written records of work performed.	
8.	Follows departmental policies and procedures related to assigned duties.	
9.	Understands and carries out oral and written instructions in an independent and timely manner.	
10.	Operates modern office equipment, including computer equipment.	
11.	Uses English effectively to communicate in person, over the telephone and in writing.	
12.	Provides responsible customer service at assigned facilities.	
13.	Performs other duties as assigned.	

D. INITIATIVE AND JUDGMENT / ATTENDANCE AND RELIABILITY

		RATING
1.	Establishes priorities; organizes work and time to meet them; works independently.	
2.	Recognizes and responds to priorities, accepts changes and new ideas.	
3.	Accepts feedback and constructive criticism in a positive manner.	
4.	Adheres to attendance and punctuality requirements per District policy.	

5.	Uses time effectively and constructively. Does not abuse supplies, equipment, and services.	
6.	Observes all District and departmental policies governing conduct while at work.	
7.	Uses tact, initiative, prudence, and independent judgment within general guidelines.	
8.	Establishes and maintains effective working relationships with co-workers and customers.	

SECTION II: SERVICE EXCELLENCE

		RATING
1.	Customer-Centered: Properly responds to internal and external customer preferences.	
	a) Understands, respects, and displays sensitivity to culture, age, and disabilities.	
	b) Is considerate in any interaction with customers, family, and peers.	
	c) Communicates effectively with customers and co-workers in a positive and clear way.	
2.	Accountability & Customer Focused	
	a) Participates actively and positively affects the outcomes of customer service activities.	
	b) Take pride in the place of work and in one's job every day.	
3.	Teamwork & Communication	
	a) Is positive, proactive, collaborative, helpful and caring to coworkers and colleagues.	
	b) Utilizes respectful language and tone during communication with customers/peers.	
	c) Is timely and meets deadlines both internally and externally.	
	d) Uses written communication that is legible and timely.	
	e) Listens attentively to ensure effective two-way communication.	
4.	Privacy & Safety	
	a) Observes District policy regarding privacy.	
	b) Follows and abides by all District safety policies.	
5.	Attitude & Respect	
	a) Is sensitive to internal and external customer preferences and expectations.	
	b) Leads by example and highlights the positive details of a situation and behavior.	
	c) Interacts with coworkers and staff in a courteous, professional and efficient manner.	
	d) Establishes good rapport and working relationships with coworkers and the public.	
	e) Exhibits behavior to providing the best quality customer service.	

SECTION III: CONTINUOUS QUALITY IMPROVEMENT

A. DISTRICT INTEGRITY

		RATING
1.	Understands and abides by all District policies and procedures.	
2.	Conducts business in an ethical and trustworthy manner at all times.	

B. EDUCATION AND RESPONSIBILITY

		RATING
1.	Communicates ideas to supervisor for a safer layout of equipment, tools, and/or processes.	
2.	Uses proper body mechanics at all times. Seeks assistance to move heavy objects.	
3.	Is knowledgeable in the District safety program and maintains a safe environment.	

4.	Maintains assigned workspace in a neat, clean, and orderly manner.	
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C. PERFORMANCE IMPROVEMENT

		RATING
1.	Finds new and better ways of performing duties and responsibilities. Improves efficiency.	
2.	Cooperates with others in the improvement of services offered at the District.	

D1. GOALS AND OBJECTIVES

Set Goals for <u>Next</u> Evaluation		Target Completion Date
1.	Goal 1	
2.	Goal 2	
3.	Goal 3	

D2. GOALS AND OBJECTIVES

Evaluate Goals from <u>Last</u> Evaluation		RATING
1.	Goal 1	
2.	Goal 2	
3.	Goal 3	

POSITION TITLE: Cashier I, II

DEPARTMENT: Recreation

Instructions: The frequency indicated reflects the requirements for normal working hours. Please indicate (X) the essential physical requirements for this position. Reasonable accommodations will be made as necessary.

PHYSICAL REQUIREMENTS						
A. SITTING: 1. Never (0 hours) <input type="checkbox"/> 2. Occasionally (< 3 hours daily) <input checked="" type="checkbox"/> 3. Frequently (3-6 hours daily) <input checked="" type="checkbox"/> 4. Constantly (> 6-8 hours daily) <input type="checkbox"/>			I. WRIST DEVIATION (SIDE TO SIDE): 1. Never (0 hours) <input type="checkbox"/> 2. Occasionally (< 3 hours daily) <input checked="" type="checkbox"/> 3. Frequently (3-6 hours daily) <input type="checkbox"/> 4. Constantly (> 6-8 hours daily) <input type="checkbox"/>			
B. STANDING: 1. Never (0 hours) <input type="checkbox"/> 2. Occasionally (< 3 hours daily) <input type="checkbox"/> 3. Frequently (3-6 hours daily) <input checked="" type="checkbox"/> 4. Constantly (> 6-8 hours daily) <input type="checkbox"/>			J. HAND/WRIST REPETITIONS (UP AND DOWN): 1. Never (0 hours) <input type="checkbox"/> 2. Occasionally (< 3 hours daily) <input checked="" type="checkbox"/> 3. Frequently (3-6 hours daily) <input type="checkbox"/> 4. Constantly (> 6-8 hours daily) <input type="checkbox"/>			
C. WALKING: 1. Never (0 hours) <input type="checkbox"/> 2. Occasionally (< 3 hours daily) <input checked="" type="checkbox"/> 3. Frequently (3-6 hours daily) <input type="checkbox"/> 4. Constantly (> 6-8 hours daily) <input type="checkbox"/>			K. REACHING: 1. Never (0 hours) <input type="checkbox"/> 2. Occasionally (< 3 hours daily) <input checked="" type="checkbox"/> 3. Frequently (3-6 hours daily) <input type="checkbox"/> 4. Constantly (> 6-8 hours daily) <input type="checkbox"/>			
D. LIFTS AND CARRIES WITH ASSISTANCE: FREQUENCY:						
2. 11 to 24 pounds		<input type="checkbox"/> Never	<input type="checkbox"/> Occasionally	<input checked="" type="checkbox"/> Frequently	<input type="checkbox"/> Constantly	
3. 25 to 34 pounds		<input type="checkbox"/> Never	<input checked="" type="checkbox"/> Occasionally	<input type="checkbox"/> Frequently	<input type="checkbox"/> Constantly	
4. 35 to 50 pounds		<input type="checkbox"/> Never	<input checked="" type="checkbox"/> Occasionally	<input type="checkbox"/> Frequently	<input type="checkbox"/> Constantly	
5. 51 to 74 pounds		<input checked="" type="checkbox"/> Never	<input type="checkbox"/> Occasionally	<input type="checkbox"/> Frequently	<input type="checkbox"/> Constantly	
6. 75 to 100 pounds		<input checked="" type="checkbox"/> Never	<input type="checkbox"/> Occasionally	<input type="checkbox"/> Frequently	<input type="checkbox"/> Constantly	
7. Over 100 pounds		<input checked="" type="checkbox"/> Never	<input type="checkbox"/> Occasionally	<input type="checkbox"/> Frequently	<input type="checkbox"/> Constantly	
E. LIFTS OVERHEAD WITH ASSISTANCE: FREQUENCY:						
1. < 10 pounds		<input type="checkbox"/> Never	<input type="checkbox"/> Occasionally	<input checked="" type="checkbox"/> Frequently	<input type="checkbox"/> Constantly	
2. 11 to 24 pounds		<input type="checkbox"/> Never	<input checked="" type="checkbox"/> Occasionally	<input type="checkbox"/> Frequently	<input type="checkbox"/> Constantly	
3. 25 to 34 pounds		<input type="checkbox"/> Never	<input checked="" type="checkbox"/> Occasionally	<input type="checkbox"/> Frequently	<input type="checkbox"/> Constantly	
4. 35 to 50 pounds		<input checked="" type="checkbox"/> Never	<input type="checkbox"/> Occasionally	<input type="checkbox"/> Frequently	<input type="checkbox"/> Constantly	
5. 51 to 74 pounds		<input checked="" type="checkbox"/> Never	<input type="checkbox"/> Occasionally	<input type="checkbox"/> Frequently	<input type="checkbox"/> Constantly	
6. 75 to 100 pounds		<input checked="" type="checkbox"/> Never	<input type="checkbox"/> Occasionally	<input type="checkbox"/> Frequently	<input type="checkbox"/> Constantly	
7. Over 100 pounds		<input checked="" type="checkbox"/> Never	<input type="checkbox"/> Occasionally	<input type="checkbox"/> Frequently	<input type="checkbox"/> Constantly	
F. TWISTING: 1. Never (0 hours) <input type="checkbox"/> 2. Occasionally (< 3 hours daily) <input checked="" type="checkbox"/> 3. Frequently (3-6 hours daily) <input type="checkbox"/> 4. Constantly (> 6-8 hours daily) <input type="checkbox"/>			L. GRASPING: 1. Never (0 hours) <input type="checkbox"/> 2. Occasionally (< 3 hours daily) <input checked="" type="checkbox"/> 3. Frequently (3-6 hours daily) <input type="checkbox"/> 4. Constantly (> 6-8 hours daily) <input type="checkbox"/>			
G. BENDING: 1. Never (0 hours) <input type="checkbox"/> 2. Occasionally (< 3 hours daily) <input checked="" type="checkbox"/> 3. Frequently (3-6 hours daily) <input type="checkbox"/> 4. Constantly (> 6-8 hours daily) <input type="checkbox"/>			M. PULLING: 1. Never (0 hours) <input type="checkbox"/> 2. Occasionally (< 3 hours daily) <input checked="" type="checkbox"/> 3. Frequently (3-6 hours daily) <input type="checkbox"/> 4. Constantly (> 6-8 hours daily) <input type="checkbox"/>			

PHYSICAL REQUIREMENTS cont.	
H. SQUATTING/KNEELING/CRAWLING/CLIMBING: 1. Never (0 hours) <input type="checkbox"/> 2. Occasionally (< 3 hours daily) <input checked="" type="checkbox"/> 3. Frequently (3-6 hours daily) <input type="checkbox"/> 4. Constantly (> 6-8 hours daily) <input type="checkbox"/>	N. PUSHING: 1. Never (0 hours) <input type="checkbox"/> 2. Occasionally (< 3 hours daily) <input checked="" type="checkbox"/> 3. Frequently (3-6 hours daily) <input type="checkbox"/> 4. Constantly (> 6-8 hours daily) <input type="checkbox"/>
O. GROSS MOTOR MOVEMENTS: 1. Never (0 hours) <input type="checkbox"/> 2. Occasionally (< 3 hours daily) <input checked="" type="checkbox"/> 3. Frequently (3-6 hours daily) <input type="checkbox"/> 4. Constantly (> 6-8 hours daily) <input type="checkbox"/>	Q. FINE MOTOR MOVEMENTS: 1. Never (0 hours) <input type="checkbox"/> 2. Occasionally (< 3 hours daily) <input checked="" type="checkbox"/> 3. Frequently (3-6 hours daily) <input type="checkbox"/> 4. Constantly (> 6-8 hours daily) <input type="checkbox"/>
VISUAL REQUIREMENTS	HEARING
P. VISUAL REQUIREMENTS: 1. Close eye work (small figures) <input checked="" type="checkbox"/> 2. Color discrimination <input type="checkbox"/> - Minimal color discrimination <input type="checkbox"/> - Normal color discrimination <input checked="" type="checkbox"/> 3. Other <input type="checkbox"/>	R. HEARING REQUIREMENTS: 1. Special requirements (please specify) <input type="checkbox"/> Listening for children, sirens, phones, etc...
WORKING CONDITIONS	
S. TEMPERATURE: 1. ≤ 15 Degrees Fahrenheit <input type="checkbox"/> 2. Between 16 and 95 degrees <input checked="" type="checkbox"/> 3. > 95 degrees <input type="checkbox"/>	W. NON-IONIZING RADIATION (WELDING FLASH MICROWAVES, SUN, ETC.): 1. Never (0 hours) <input type="checkbox"/> 2. Occasionally (< 3 hours daily) <input checked="" type="checkbox"/> 3. Frequently (3-6 hours daily) <input checked="" type="checkbox"/> 4. Constantly (> 6-8 hours daily) <input type="checkbox"/>
T. ELEVATIONS: 1. Work < 5 feet above ground <input type="checkbox"/> 2. Work 5 – 9 feet above ground <input type="checkbox"/> 3. Work 10 – 15 feet above ground <input type="checkbox"/> 4. Work > 15 feet above ground <input type="checkbox"/>	X. IONIZING RADIATION (X-RAY, RADIOACTIVE ISOTOPES): 1. Never (0 hours) <input checked="" type="checkbox"/> 2. Occasionally (< 3 hours daily) <input type="checkbox"/> 3. Frequently (3-6 hours daily) <input type="checkbox"/> 4. Constantly (> 6-8 hours daily) <input type="checkbox"/>
U. CRAWL SPACE/CRAMPED POSITION: 1. Never (0 hours) <input checked="" type="checkbox"/> 2. Occasionally (< 3 hours daily) <input type="checkbox"/> 3. Frequently (3-6 hours daily) <input type="checkbox"/> 4. Constantly (> 6-8 hours daily) <input type="checkbox"/>	Y. NOISE (LOUD/REPETITIVE, <85 DECIBELS PER OSHA STANDARD): 1. Never (0 hours) <input type="checkbox"/> 2. Occasionally (< 3 hours daily) <input checked="" type="checkbox"/> 3. Frequently (3-6 hours daily) <input type="checkbox"/> 4. Constantly (> 6-8 hours daily) <input type="checkbox"/>
V. HAZARDOUS EXPOSURE (CHEMICAL {E.G. LATEX} & INFECTIONS): 1. Never (0 hours) <input type="checkbox"/> 2. Occasionally (< 3 hours daily) <input checked="" type="checkbox"/> 3. Frequently (3-6 hours daily) <input type="checkbox"/> 4. Constantly (> 6-8 hours daily) <input type="checkbox"/>	Z. PERSONAL PROTECTIVE EQUIPMENT (E.G. RESPIRATORY MASK, ETC.): 1. Never (0 hours) <input type="checkbox"/> 2. Occasionally (< 3 hours daily) <input checked="" type="checkbox"/> 3. Frequently (3-6 hours daily) <input type="checkbox"/> 4. Constantly (> 6-8 hours daily) <input type="checkbox"/>

MODIFIED DUTY

Could this position accommodate an individual with physical restriction due to the following?

- A. Back injury Yes No
- B. Wrist injury Yes No
- C. Lifting restriction Yes No
- D. Standing restriction Yes No

If yes, outline specific requirements:

EQUIPMENT USED TO PERFORM JOB:

- Telephones Computer/Laptop Payroll System Pager System
- Calculator Copy Machine FAX Machines Other: Specify

SECTION IV: PHYSICAL DEMANDS AND ENVIRONMENTAL ELEMENTS

PHYSICAL DEMANDS

Must possess mobility to work in a standard office and/or recreational facility setting and use standard office and/or recreation equipment, including a computer; to operate a motor vehicle and to visit various District and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. Must possess the physical stamina to lift and move tables and chairs, arrange facilities for community events and/or meetings. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, climb, and walk on uneven surfaces to participate in recreational activities; and push and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 50 pounds.

ENVIRONMENTAL ELEMENTS

Employees may work in the field and are occasionally exposed to loud noise levels, cold and/or hot temperatures, vibration, confining workspace, chemicals, and mechanical and/or electrical hazards. Incumbents may be exposed to blood and body fluids when rendering First Aid and CPR. Employees are required to wear appropriate attire for the recreation activity to which they are assigned. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

SIGNATURE ACKNOWLEDGES RECEIPT AND UNDERSTANDING OF THE JOB DESCRIPTION. UNDERSTANDS THE JOB REQUIREMENTS AND CAN PERFORM THE MINIMUM REQUIREMENTS AND ESSENTIAL FUNTIONS OF THIS POSITION. *I have received education and training relative to this OSHA category classification and understand the requirements that will be expected of me in order to complete the above-mentioned duties.*

Employee's Signature:	Date:
Supervisor's Signature:	Date:

POSITION RESPONSIBILITIES AND EVALUATION RATINGS

Indicators of Performance Level		
3	Exceptional – Meets and Exceeds All Standards	Performance of this caliber is <u>extremely rare</u> . It is a rating that should be reserved for those who clearly and consistently demonstrate extraordinary and exceptional accomplishments in all major areas of responsibility. Employees who perform at this level are easily recognized by their peers as well as others outside their own group and as well as those in related areas. It is a level of performance that is seldom equaled by others who hold positions of comparable scope and responsibility.
2	Meets All Standards	This rating should be assigned to those whose demonstrated performance clearly <u>meets all the requirements</u> of the position in terms of quality and quantity of output. It is performance normally expected of those who have the necessary education, training and relevant experience to enable them to effectively perform in a consistently reliable and professional manner. Although minor deviations may occasionally occur, the overall level of performance meets or may slightly exceed major job duties
1	Meets Some Standards – Needs Improvement	This is a performance level that <u>does not fully meet</u> job requirements in all areas of major responsibilities. The individual may demonstrate the ability to complete most assignments; however, the need for further development and improvement is clearly recognized. This individual needs coaching and counseling to fully meet the requirements of the position. The employee is <u>approaching</u> meeting the expectations, but may be a new employee and not fully expected to meet all job requirements at this time.
0	Immediate Improvement Needed	This is a performance level that <u>does not meet</u> job requirements in all areas of major responsibilities. The individual may demonstrate the ability to complete some assignments; however, the need for immediate development and improvement is clearly recognized. This individual needs constant coaching and counseling to fully meet the requirements of the position. This category describes a level of performance, which should significantly improve within a reasonable period if the individual is to remain in the position.

PERFORMANCE RATING TABLE (Applicable only up to Step 7)

Employees are eligible for performance pay increases on the following basis:		
	Performance Rating	Percentage Increase
District Salary Schedule – Steps 1-3	2.00 and above	1 step = 5%
District Salary Schedule – Steps 4-6	2.00 and above	1 step = 5%

PERFORMANCE EVALUATION SUMMARY REPORT

CATEGORY	NUMBER OF COMPONENTS	CATEGORY TOTAL SCORE	RESULTS (Score: by # of Components)	COMMENTS
SECTION I – Performance Accountability				
A. Essential Job Functions				
B. Knowledge of Work				
C. Duties and Responsibilities				
D. Initiative and Judgment / Attendance and Reliability				
SECTION II – Service Excellence				
Service Excellence				
SECTION III – Continuous Quality Improvement				
A. District Integrity				
B. Education and Responsibility				
C. Performance Improvement				
D2. Goals and Objectives				
FINAL RESULTS	Total Comp	Total Score	Final Results %	

SUPERVISOR’S COMMENTS: (Summarize strengths and areas needing improvement. Indicate development plans for improving performance during the next appraisal period)

EMPLOYEE’S COMMENTS:

Employee’s Signature	Date:
Department Manager’s Signature	Date:
Human Resources Department Acknowledgment	Date: