

Pioneer Electric Cooperative, Inc.

Job Posting

June 1, 2018

Position: Cashier

General Job Purpose:

Under supervision of the Office Services Manager, receives payments at the drive-through, in the night deposit, by mail and over the counter, making change for over payments, preparing deposit slips, maintaining accurate balance in cash drawer, opening and closing vault using proper security procedures and accurately posting payments to appropriate accounts; maintaining appropriate files and records and preparing reports; and performing other related duties as needed or upon request.

Key Responsibilities Include But Not Limited To:

- Receives consumer payments, checks against balance due, makes change for overpayment and deposits appropriate payments to cash drawer
- Posts payments to appropriate accounts, maintaining highest level of accuracy
- Closes out cash drawer by balancing payment received
- Prepares deposit slips
- Determines walk-in customer's needs and directs them to appropriate office
- Responsible for opening and closing vault
- Prepares daily reports
- Maintains record of returned checks
- Enters notes on customer's account
- Assists with answering switchboard as needed
- Performs duties of Customer Service Representative as needed
- Researches for information on inactive accounts using microfilm or microfiche
- Assists Engineering with dispatching during power outages
- Monitors and restocks envelopes in dropbox
- Monitors and request office supplies as needed
- Performs related duties as needed or upon request

Qualifications:

- Knowledge of office procedures including computer operations, keyboarding, data entry, retrieval, filing and telephone communications
- Knowledge of cashiering procedures
- Knowledge of Cooperative's policies and procedures related to billing activities
- **Excellent mathematical aptitude** and the ability to enter data into computers with accuracy
- Reading skills to work with files, reports and records
- Writing skills to clearly and neatly complete required forms and post records
- Listening skills to understand verbal instructions from members and management
- Skills and abilities to use Windows, Microsoft Word, Excel and Outlook, as well as in-house software
- Verbal communication skills to assist consumers in a **pleasant manner**, answer questions, and obtain necessary information
- Ability to interact effectively and resolve payment problems with **disgruntled** customers
- **Must be able to examine cash carefully to guard against the acceptance of counterfeit bills**

Educational, Experience, and Special Requirements:

- High school diploma or equivalent with additional training in computer entry and office subjects
- One year of cashiering/customer service experience, **preferably in an office setting**
- Willing to work overtime, holidays, and weekends in emergency situations
- Willing to travel and participate in special training programs/classes as requested
- See well enough to read fine print without errors or transposition
- Hear well enough to talk on telephone/hear speaker 20 feet away
- Speak clearly enough to address a group of five or less
- Ability to write and use a keyboard
- Ability to lift computer generated reports and other accounting records weighing up to 30 pounds
- Ability to maintain effective working relationships with staff, co-workers, supervisors, and the general public
- Must be a team player, high integrity, good personal habits, courteous and friendly and able to work well with diverse groups of people

Pioneer Electric Cooperative, Inc. is an equal opportunity employer, including veterans and disabled.