



Job Description

Position Title:	Department:	Reports To:
Cashier	Customer Service	Cashier Supervisor
Employment Status:	FLSA Status:	Effective Date:
Full Time	Non-Exempt	

Job Summary:

Collect payments of utility bills and assist customers with various inquiries regarding bills, services, permits, LUS' policies, etc.

Duties and Responsibilities:

- Enter alphabetic, numeric, or symbolic data from source documents into the computer, using keyboard, and following format displayed on screen.
- Count money quickly and accurately, issuing correct change and receipts to customers.
- Sum and balance payment stubs to daily session report and contents of cash drawer.
- Assist customers through phone calls and in-person via the lobby and drive-thru.
- Answer general customer inquiries regarding LUS' bills, services, and policies.
- Sort and verify accuracy of data to be entered.
- Assist with opening, balancing, and posting of mail payments as needed.
- Issue water, sewer, and gas inspections, ensuring proper documentation is relayed to other departments, if necessary.
- Complete other duties as assigned.

Required Skills and/or Abilities:

- Acknowledge and adhere to all of LUS' policies and procedures.

- Perform duties safely without endangering self, others, and the public.
- Ability to read, write, understand, and follow instructions and job-related materials.
- Ability to use mathematical skills to be able to add, subtract, multiply, and divide all units of measure.
- Take responsibility for your own actions and treat others with respect.
- Attend work regularly and on time.
- Ability to work inside.

Physical Requirements:

- Ability to occasionally lift and/or move up to 25 pounds.
- Ability to use eyes, hands, and fingers to operate computer keyboard accurately.
- Ability to sit and/or stand for 2 hours at a time.
- Ability to talk, see, hear, reach, handle, and feel.
- Ability to stoop, bend, climb, crawl, and twist.

Education, Experience, and Qualifications:

- High School Diploma or equivalent required.
- Previous cashier and/or customer service experience preferred.
- Proficient with Microsoft Office Suite (Excel, Word, and Outlook).
- Ability to learn and use appropriate LUS software.