Lead Cashier

Long Beach Community College District

CLASS SPECIFICATION

Lead Cashier

FLSA Status: Nonexempt
EEOC Job Category: Office and Clerical
Union Representation: Represented

GENERAL PURPOSE

Under general supervision, provides lead work direction and guidance, assigns and participates in the work of staff engaged in performing cashiering functions; receives funds and records monetary transactions in modules of the District’s enterprise system; provides information to students and staff regarding student and department accounts; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

Lead Cashier is responsible for scheduling, prioritizing, overseeing and providing lead work direction to cashiering staff on an assigned campus, location and/or shift. Incumbents are responsible for performing a variety of cashiering duties, including collecting and posting fees and receipts, reconciling monies, preparing deposits and preparing refunds. Work requires knowledge and proficiency in the operations and functions of applicable modules of the District’s enterprise system to ensure accurate posting of fees and revenues.

Lead Cashier is distinguished from Cashier II in that incumbents in the former class are responsible for overseeing the work of and providing lead work direction to the incumbents in the latter class.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this class.

1. Schedules, assigns, prioritizes, oversees, trains and provides lead work direction and participates in the work of assigned cashiering staff; opens and closes cashier offices; assigns registers and cashiers; reviews and voids or corrects transactions as needed; maintains change funds and provides daily change bags to Cashiers; resolves disputes with credit card processing companies and system errors; coordinates work with other departments.

2. Collects, audits receipts for and posts student fees, departmental receipts and third-party billings; processes refunds and collections; reconciles cash drawers; prepares bank deposits; processes financial aid check orders; runs GL interfaces; calculates student tuition and makes adjustments as needed; reviews and cancels pending student credit card transactions as appropriate; places and releases holds for financial obligations; analyzes, places and corrects waivers; processes enrollment cancellations for non-payments; manages and maintains group posting processes, reviews batch error messages and provides controls for review and reconciliation; generates, reviews, maintains and distributes a variety of records, reports, files, forms and queries.
3. Provides information and assistance to students and staff regarding student and department accounts; reviews customer accounts to analyze activity.

4. Audits payment requests and prepares reimbursement checks for the revolving cash fund; transfers funds from checking accounts to District accounts; prepares checks for salary loans, change funds and petty cash funds and prepares and maintains records.

5. Maintains audit control of numbered collection sheets and sub-receipt books issued to various departments for recording fee collections; prepares and maintains logs of issued pre-numbered college service card stickers and parking permits issued to various cashiering locations; disburses ID stickers and parking permits in person and by mail.

6. Prepares 1098T filing information and sends to IRS annually; prepares duplicate, replacement and corrected 1098T forms for students and the IRS.

7. Performs a variety of enterprise system implementation, set-up, maintenance and testing duties particularly applicable to student accounts and student fee programs; sets up and reviews due date and adjustment calendars; defines parameters of cashier offices; sets valid registers and cashiers, tuition calculations, item types, speed keys, payment targets, service indicators and forms of payment; runs table validation reports and corrects integrity errors within the system; analyzes and maintains system self-service components; sets up third-party contract accounts.

OTHER DUTIES

1. Attends a variety of meetings, conferences and seminars as required.

2. Provides backup for cashiering staff.


4. Issues and maintains control of District gasoline credit cards.

5. Uses coin and currency counters to verify parking meter collection.

6. Establishes, maintains and modifies procedures for employee conference and travel; monitors and collects receipts for delinquent conference and travel activities.

7. Collects and deposits trust account program funds and writes checks for disbursements; maintains daily account balances and prepares and distributes account balance spreadsheets to program coordinators.

QUALIFICATIONS

Knowledge of:

1. District rules, procedures and practices governing cash handling and receipt.

2. Methods, procedures and terminology of accounts receivable accounting and applicable internal control procedures.
3. Federal and state laws, codes and regulations and District policies and practices pertinent to areas of responsibility.

4. Use and operation of applicable modules of the District’s enterprise system.

5. District organization, operations, policies and objectives applicable to areas of responsibility.

6. Customer service practices and etiquette.

7. Modern office practices, procedures and equipment, including reporting and maintenance of public records.

8. The uses of spreadsheets and other standard financial and business software.

9. Basic lead supervisory practices and procedures.

**Ability to:**

1. Plan, schedule, assign and lead the work of other cashiers at an assigned campus, location and/or shift.

2. Develop and implement work standards and procedures.

3. Analyze problems, evaluate alternatives and recommend or adopt effective courses of action.

4. Operate a computer and spreadsheet software.

5. Learn, understand, interpret, apply and explain District policies and procedures applicable to areas of responsibility.

6. Organize, set priorities and exercise sound independent judgment within areas of responsibility.

7. Analyze, post, balance and reconcile cash transactions.

8. Make accurate calculations.

9. Prepare clear, concise and comprehensive reports and other written materials.

10. Communicate clearly and effectively, both orally and in writing.

11. Exercise tact and diplomacy in dealing with sensitive issues and upset individuals.

12. Maintain confidentiality of District documents and records.

13. Establish and maintain effective working relationships with District management, staff, students, the public and others encountered in the course of work.

**Education, Training and Experience:**

A typical way of obtaining the knowledge, skills and abilities outlined above is completion of two years of college-level coursework in accounting or a closely related field; and four years of progressively responsible clerical or technical accounting experience; or an equivalent combination of training and experience.
Licenses; Certificates; Special Requirements:
A valid California driver’s license and the ability to maintain insurability under the District’s vehicle insurance policy.

PHYSICAL AND MENTAL DEMANDS
The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands
While performing the duties of this class, employees are regularly required to sit; talk or hear, both in person and by telephone; and use hands repetitively to operate, finger, handle or feel computers and other standard office equipment; and reach with hands and arms. Employees are occasionally required to stand and walk; stoop, kneel, or bend; and lift up to 10 pounds.

Specific vision abilities required by this job include close vision and the ability to adjust focus.

Mental Demands
While performing the duties of this class, employees are regularly required to use written and oral communication skills; read and interpret data, information and documents; analyze and solve problems; observe and interpret situations; learn and apply new information or skills; perform highly detailed work on multiple, concurrent tasks; work with constant interruptions; and interact with District management, staff, students, the public and others encountered in the course of work.

WORK ENVIRONMENT
The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Employees work under typical office conditions, and the noise level is usually quiet.