

CASHIER/RECEPTIONIST

High West Energy Companies

(High West Energy, Inc., High West Wiring and High West Digital Solutions)

1 POSITION SUMMARY:

Responsible for greeting members and visitors of the Cooperative to ensure all members and visitors are dealt with in a professional and timely manner. Process member payments, maintain the cash drawer, and as time permits, assist the Member Service Representatives as needed for effective member service.

2 ESSENTIAL DUTIES AND TASKS:

- a) Exudes our core values: Friendly, Innovative, Integrity and Hardworking.
- b) Communicates our mission, goals and strategies.
- c) Exhibits excellent member service both externally with members and internally with co-workers (cooperation, timely paperwork, etc.).
- d) Greet cooperative members and the general public and answer the telephone calls received by the cooperative with the help of the Member Service Representatives.
- e) Notify employees of visitors and escort visitors to the correct office, department or area if appropriate.
- f) Answers incoming telephone calls received by the cooperative and route the call to the appropriate department or employee.
- g) Utilize the cooperative's telephone, paging, and message systems in the most proficient manner.
- h) Perform the Cashier functions of the position by handling the payments received, maintaining the cashbook, and cash drawer.
- i) Prepare batches from payments received.
- j) Post daily payments through the OBI program, remit machine and cash register.
- k) Prepare bank deposits daily.
- l) Maintain the cash drawer with the amount designated by the Member Services Manager at the beginning of each business day and place the drawer in the designated area if still here at the end of each business day.
- m) Perform Member Service duties when other Member Services personnel are unavailable.
- n) Assist members with billing questions and analysis of their account(s).
- o) Obtain account balance(s) through the iVue system to assist members in making correct payments.

- p) Assist members with the upkeep of their accounts updating their information and answering questions regarding their bills.
- q) Provide cooperative membership information and Patronage Dividend balance information.
- r) Maintain the receptionist/cashier area in a neat and organized manner.
- s) Perform other duties as assigned.

3 WORKING/ENVIRONMENTAL CONDITIONS:

Work is performed primarily indoors. Indoors, work is typically performed in the office sitting at a desk or table. The position is required to be able to operate a cooperative passenger vehicle and maintain a valid driver's license.

4 PHYSICAL REQUIREMENTS (IF ANY):

Must be able to see, walk, hear and speak. Intermittent standing, stooping, bending and walking. Lifting objects up to 50 pounds may be required. Reasonable accommodations may be made to those who are able to perform the essential duties of the job.

5 SPECIALIZED SKILLS, ABILITIES AND KNOWLEDGE:

Strong interpersonal and verbal communications skills, computer skills, and the ability to handle cashier functions.

6 MACHINES, TOOLS, EQUIPMENT:

Tools and equipment typically used include: computer, telephone, remittance machine and basic office equipment.

7 QUALIFICATIONS:

- a) High school diploma or GED equivalent. Successful performance on pre-employment tests may be required.
- b) The incumbent must be able to pass any required drug test and new hire physical examination. The incumbent must be able to maintain the confidentiality of any information s/he encounters.

8 REPORTS TO:

Member Services Manager

9 DIRECT REPORTS:

None

This job description is not intended to be all-inclusive. An employee will also perform other reasonably related business duties as assigned by immediate supervisor and other management as required.

Updated 03/29/18