

## CASHIER'S OFFICE ATTENDANT

### POSITION DESCRIPTION

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The Cashier's Office Attendant is responsible for the daily operations of the Cashier's Office. This position requires good communication and customer service skills. The Cashier's Office Attendant responds to inquiries, maintains the area, trains in cash handling, and audits and reconciles deposits and tickets.

### HUMAN RESOURCES DETAILS

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**Shifts:** 6-10 hours/week • Mornings and afternoons available

**Starting Wage:** \$13.35/hour

**Reports To:** Cashier's Office Student Supervisor, Accounting Assistant/Cashier

### ESSENTIAL FUNCTIONS

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Cashier's Office Attendants respond directly to the Cashier's Office Student Supervisor and the Cashier's Office Supervisor. Attendants are responsible for creating and breaking down Norris area and student group event cash bags, accepting student group deposits, reconciling student group deposits, and selling daily parking permits and stamps. Attendants are expected to attend all required and some optional trainings.

### MINIMUM SKILLS AND QUALIFICATIONS

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- Current Northwestern University Undergraduate Student
- Responsible for preparation of operating area funds
- Cash handling experience necessary.
- Detail-oriented and experience with cash control
- Maintain an organized area
- Good written, verbal, and customer skills

### OUTCOME EXPECTATIONS AND RESPONSIBILITIES

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#### Service

We serve students, other university departments, the general public, and each other. We recognize that the service we provide is broader than the traditional definition of "customer". The customer skills that are needed—attention to the appearance of the facilities and staff, establishing rapport and empathy, identifying needs, responsiveness, etc.— should be integrated within our roles and interactions as Norris employees.

- Looks for service opportunities for the department and Norris
- Projects positive image and reflection of self and the Norris Center
- Follows through with customers in order to meet their expectations for service
- Is persistent and creative in meeting customer needs

## **Communication**

As service is integrated within every aspect of what we do, communication is a key component in not only providing excellent service but also in maintaining departmental and institutional health. All aspects of our communication—verbal and written—should convey respect, trust, confidence, competence and reliability.

- Listens to customers and responds in an articulate manner
- Adjusts communication style according to the situation at hand
- Provides useful, intentional information to team members, customers, and supervisors within the systems made available by the area

## **Personal Management**

Providing excellent service and completing tasks efficiently within a department begins with a strong work ethic and good habits, particularly regarding attendance and professional demeanor. Employees' personal skills and habits are challenged within the workplace. Success is characterized by your ability to achieve a balance with your academics, extracurricular activities, and work responsibilities.

- Arrives on time for shifts, works during scheduled hours and makes arrangements for replacements as needed
- Is precise and works within allotted time frames, acknowledges when mistakes or missed deadlines occur and notifies supervisor appropriately
- Makes appropriate decisions regarding behavior, recognizes and accepts consequences of actions, and acts in a dependable manner

## **Job Knowledge**

To perform optimally, employees must comprehend the function of their position within their department. A full awareness of job duties and policies requires not only the retention of facts, but also the active search, learning and application of additional information. Being able to provide context to the service we provide can help broaden the service opportunity as well as the satisfaction that results. This performance measure focuses on your current job-related knowledge and the degree to which you demonstrate an openness to broaden and apply that knowledge.

- Can articulate departmental policies, processes, and duties and how their work contributes to the department's success
- Can gauge requirements of tasks assigned
- Seeks clarification, when needed, to accomplish responsibilities

## **Inclusion**

For Norris to succeed as a University Center, its staff must share a common understanding of why it exists, what guides its activities, and how each employee contributes to the organization as a whole. Progress toward this understanding requires learning how to apply the Norris mission within your area to build a community founded on diversity and social justice.

- Can relate how aspects of equity and equality influence the work performed for or service provided to clients, patrons, and co-workers
- Promotes acceptance and understanding of colleague diversity in terms of background, interests, culture, and values
- Can articulate safe space concepts

## **Teamwork**

The optimal level of service, that Norris sets out to provide, can only be attained through the collaboration and support provided by each staff member within and across departments. Each of us must focus our efforts toward making the team (departmental and organizational) cohesive, high-performing and successful.

- Can articulate personal impact as a staff member, to the department and Norris Center
- Attends team meetings and contributes to dialog, and supports others and appropriately adapts behavior in response to team needs
- Recognizes contributions made by other members of the team

## **Responsibility**

For a workplace to be successful, employees must be trusted to take initiative and make decisions that impact the department's service, production, and reputation. That trust depends to a large extent on the responsibility that employees demonstrate in carrying out their duties and assignments. Responsibility includes your dependability regarding the quality of your work and your acceptance of departmental (and organizational) policies, procedures and goals.

- Abides by and promotes adherence to policies at the departmental, Norris and university level
- Works to achieve departmental goals
- Can articulate consequences of actions