



City of Gulfport, Mississippi
Job Description

Seasonal Cashier – Harbor Lights

Department: 411 – Leisure Services

EEO Class: Service Workers

Date Revised: 7/10/2020

FLSA Status: Non-Exempt

Date Approved:

Position Overview

Cashiers are responsible for collecting payments, giving appropriate change, answering guest inquiries, and providing superior customer service. Cashiers will be required to count cash register drawers, maintain excellent records, and handle cash and cards with accuracy. This position is expected to be enthusiastic, professional, and friendly all while having a positive attitude towards guests and team members. This position may require standing for a long period of time in all types of weather. This position is seasonal which requires working flexible hours: weekdays, weekends, and holidays.

Essential Job Functions

Essential duties and functions, pursuant to the Americans with Disabilities Act, may include the following. Other related duties may be assigned.

- Maintain a positive, enthusiastic, and professional attitude towards guest and team members at all times
- Provide outstanding customer service to event attendees and team members
- Consistently treat all guests and team members with respect and contribute to a positive work environment
- Handle cash and credit card transactions accurately
- Issue change, receipts, and tickets with precision
- Count money in cash drawers at the beginning and end of each shift to ensure the amounts are correct
- Complete appropriate paperwork in a timely manner
- Respond promptly to guest inquiries while actively listening to needs
- Resolve customer complaints and provide relevant information
- Adhere to all City policies and procedures
- Ability to pay attention to detail
- Take a proactive role in maintaining high show standards in guest engagement, visual standards, and housekeeping.

Knowledge, Skills and Abilities

Must possess required knowledge, skills, abilities and experience and be able to explain and demonstrate, with or without reasonable accommodations, that the essential functions of the job can be performed.

- Knowledge of City and Department rules, policies, and regulations
- Capable of working and contributing to a positive team environment
- Proficient in customer service
- Ability to multi-task, provide attention to detail, and manage time effectively
- Ability to communicate clearly and in a timely manner
- Strong skills in active listening and resolving customer complaints professionally
- Ability to accurately handle cash and card transactions
- Strong basic math skills
- Capable of operating a Point of Sale System (POS)
- Basic knowledge of standard office equipment and computer programs
- Must be able to work flexible schedule that includes evenings, nights, holidays, and weekends.

Education and Experience

The completion of High School degree or an equivalent, such as the General Education Development (GED). High volume cash handling experience; one to two years of customer service experience; on or an equivalent combination of education, training and experience.

Required Licenses or Certificates

Must possess a valid Mississippi driver's license.

Physical Demands and Working Conditions

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

Physical requirements include occasional lifting/carrying of 40 + pounds; visual acuity, speech and hearing; hand and eye coordination and manual dexterity necessary to operate a computer keyboard and basic office equipment. Subject to sitting, standing, reaching, walking, twisting and kneeling to perform the essential functions. Working conditions are both indoors and outdoors.