



BILL AND HILLARY
CLINTON NATIONAL AIRPORT
 LITTLE ROCK

Position Description

<i>Department</i>	Operations
<i>Position Title</i>	Cashier II
<i>Grade</i>	5
<i>Reports To</i>	Supervisor – Landside Operations
<i>FLSA</i>	Non-Exempt
<i>Approved Date</i>	September 1, 2003
<i>Revised Date</i>	October 23, 2009
<i>Purpose</i>	Responsible for the daily supervision of all Landside Ops cashiers and shuttle operators, ensuring efficient and accurate accounting of all money as well as the highest level of customer service.
<i>Duties & Activities</i>	Ensure sufficient staffing of Cashiers, Shuttle Operators, and Ground Transportation Agents for each shift, keeping overtime to a minimum. Train Cashiers, Ground Transportation Agents, and Shuttle Drivers in proper procedures and responsibilities. Schedule breaks for all Ground Transportation Department employees.
	Count the cash in the safe at the beginning and end of each shift and reconcile with previous Lead Cashier's count. Issue starting till cash to Cashiers, and assign them to a booth. Make timely deposit with cashier of receipts in drop vault.
	Provide second level of contact to customers for information, complaints, or requests.
	Report any equipment malfunction or damage to Maintenance Department or Ground Transportation Supervisor.
	Complete all shift, daily, and periodic reports accurately, legibly, and timely.
	Maintain knowledge of Airport operations, ground transportation policy, lost baggage process and location, use of flight guide, and parking operations.
	Maintains regular and punctual attendance. Works extended hours, outside of regular shift schedule, as required by operational needs.
	Respond to and assist with Airport emergencies. Perform other duties as assigned.

<i>Role Definition</i>	Lead
<i># of Direct Reports</i>	None
<i># of Indirect Reports</i>	4 - 8 per shift
<i>Budget Responsibilities</i>	None
<i>Education & Experience</i>	Associate's degree or equivalent from two-year college or technical school; or two years related experience and/or training; or equivalent combination of education and experience.
<i>Language Skills</i>	Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.
<i>Math Skills</i>	Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.
<i>Reasoning Ability</i>	Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.
<i>Computer Skills</i>	Basic PC – Word and Excel
<i>Technical/Trade Skills</i>	None
<i>Interpersonal Skills</i>	Typically has frequent contacts outside the workgroup.
<i>Licenses/Certifications</i>	Valid Driver's License and clean driving record history is required.
<i>Physical Effort</i>	Most all of the time is spent sitting in the same position or standing/walking, or there is some requirement to lift or handle material or equipment of moderate weight (8 - 20 pounds).
<i>Job Environment</i>	Typically in a comfortable environment but with regular exposure to factors such as temperature extremes, inclement weather, moving machinery, loud noise, and fumes that cause noticeable discomfort or a moderate risk of accident or illness.
<i>Job Hazards</i>	There is occasional exposure to hazards or risk of injury which are unpredictable or uncertain and which result in risk or personal injury.
<i>Job Pressures</i>	Under regular pressure to meet deadlines, quotas and/or must frequently deal with unpleasant issues related to people or situations.