



**DEMERARA HARBOUR BRIDGE CORPORATION
NON-MANAGEMENT JOB DESCRIPTION**

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| JOB TITLE: | CASHIER | LOCATION: | HEAD OFFICE |
| REPORTS TO: | SHIFT SUPERVISOR | GRADE: | 03 |
| DEPARTMENT: | - | SECTION: | TRAFFIC |

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| SUMMARY STATEMENT | Responsible for accurately classifying motor vehicles, collecting tolls and providing change to motorists traveling through the toll lane. |
| J O B R E S P O N S I B I L I T I E S D U T I E S R E Q U I R E D T O F U L F I L L | DESCRIPTION OF DUTIES: GREETES customers entering the toll booth area. COUNTS and AUDITS money in cash register at the beginning of shift to ensure that amounts are correct and there is adequate change. RECEIVES payments and DISPENSES tickets from point of sale in accordance with each vehicle classifications (i.e. motorcycle, motor car, mini bus, tractor, trailer etc.) and prescribed toll charges. ENSURES that the point-of-sale terminal (inclusive of monitor, processor, keyboard and printer) is in good working condition upon handing and taking over of the toll booth. Any defects must be immediately reported to the Shift Supervisor . ENSURES that the "float over cash" is collected, checked and verified as correct at the end of each shift. ISSUES non-revenue to those persons/vehicles approved to receive same. NOTIFIES the Supervisor in the eventuality that a mistake is made, and the ticket is deemed void. At the end of each shift all monies collected must be balanced and handed over to the Supervisor . PREPARES daily occurrence report to cover unusual and emergent situations occurring during tour of duty. DIRECTS traffic to another lane when necessary due to breakdowns or vehicles requiring inspection in assigned lane. COMPLETES and SUBMITS Cashier report to Shift Supervisor at the conclusion of each shift. |

The above responsibility statements identify specific duties necessary to attain DHBC's overall objectives while not precluding the job holder from carrying out other related activities that may be inherent in the job.

QUALIFICATIONS PROFILE

| JOB TITLE: Cashier | | |
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| FACTORS | | SUBSTANTIATING DATA |
| 1 | EDUCATION | Five (5) subjects CXC General including English Language, Mathematics, or Principles of Accounts. Familiarity with standard applications software packages. |
| 2 | EXPERIENCE/ JOB KNOWLEDGE | Ability to receive/issue cash, verify purpose and acceptability and operate a computer and a Cash Register. |
| 3 | TECHNICAL/ PROFESSIONAL | The Incumbent must be able to count and audit money in cash register. Receives payments and dispenses tickets from point of sale in accordance with each vehicle classifications. The Incumbent must be able to prepare daily occurrence reports. |
| 4 | PROBLEM SOLVING /DECISION MAKING | Normal range of activities of the Traffic Section, with specific reference to the DHBC and the general public. Tasks and problems are fairly homogenous and relate to a limited variety of skills. |
| 5 | INTERPERSONAL | The interpersonal contacts are with members of the general public as individuals, to give directions and other information. Such contacts can also be with employees in different Sections, where information is requested or provided or where routine queries are dealt with. Cashiers must provide excellent customer service to customers, and as such must possess exceptional interpersonal skills, such as friendliness, attentiveness and conflict resolution skills. |
| 6 | RESPONSIBILITY FOR MATERIALS, CASH, ETC | Responsible for accurately classifying motor vehicles, collecting tolls and providing change to motorists traveling through the toll lane. |
| 7 | PROCEDURES/ REGULATIONS/ COMPLIANCE | Work requires knowledge of the processes, techniques and practices involved in collecting toll and issuing tickets. Use agreed procedures and policy guidelines, directives and operating manuals. |
| 8 | TEAMWORK | Completed work is usually evaluated for technical soundness, applicability, and compliance with quality requirements. |
| 9 | WORKING ENVIRONMENT/ SAFETY OF OTHERS | The incumbent works in an outdoor environment subject to weather conditions. Sedentary work involved with handling cash and issuing receipts. Ordinary talking skills needed. Crossing traffic lanes safely requires good mobility, vision and hearing to be alert to traffic conditions. Peak traffic conditions require a high volume of transactions to be processed under demanding conditions. |

LICENCES:

SIGNATURES:

PREPARED BY: S.V. JONES ASSOCIATES

DATE:

REVIEWED BY _____ **DESIG.** _____ **DATE:** _____

APPROVED BY _____ **DESIG.** _____ **DATE:** _____

APPROVED BY _____ **DESIG.** _____ **DATE:** _____