

CLASSIFICATION: CASH TERMINAL OPERATOR I

Class Code: 1594-11

Date Established: 12-04-02

Occupational Code: 1-3-6

Date of Last Revision: 10-24-13

BASIC PURPOSE: To process motor vehicle related transactions, with responsibility for serving the public, collection and accountability of fees, maintaining and accountability of a cash drawer, entering data and information, reviewing of documentation for authenticity, administering tests, and issuance of various documents to qualified individuals.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES:

- Serves the general public through processing a variety of transactions at a customer counter, customer service area or employee work station, collecting the appropriate fees.
- Maintains a cash drawer and daily petty cash, verifying petty cash prior to the start and end of each business day and verifying fees collected and the daily deposit at the close of each day.
- Maintains a secure work area ensuring that all supplies and materials are properly stored and that the privacy of all individuals is protected.
- Receives applications for the various motor vehicle related transactions, ensuring that all required documentation is official and authentic.
- Operates a personal, mainframe or other computerized system to enter the necessary data and information, verifying the validity and authenticity of all data and information.
- Issues various motor vehicle related documents to qualified individuals.
- Performs other cashier related duties such as answering the telephone consistent with NH laws.

DISTINGUISHING FACTORS:

Skill: Requires skill in recommending routine changes in standardized operating procedures OR in retrieving, compiling, and reporting data according to established procedures OR in operating complex machines.

Knowledge: Requires understanding and using business or trades vocabulary or basic arithmetic to perform standard operating procedures.

Impact: Requires responsibility for contributing to agency objectives by ensuring the accuracy of support activities within one or more organizational units. Errors at this level affect the work of others or have measurable monetary consequences, and require immediate verification and correction in order to complete succeeding work operations.

Supervision: Requires direct supervision of other employees doing related or similar work, including scheduling work, recommending leave, reviewing work for accuracy, performance appraisal, or interviewing applicants for position vacancies.

Working Conditions: Requires performing regular job functions in a controlled environment with minimal exposure to disagreeable job elements and little risk of hazard to physical or mental health.

Physical Demands: Requires light work, including continuous walking or operating simple equipment for extended periods of time as well as occasional strenuous activities such as reaching or bending.

Communication: Requires explaining facts, interpreting situations, or advising individuals of alternative or appropriate courses of action. This level also requires interviewing or eliciting information from state employees or members of the general public.

Complexity: Requires a combination of job functions using minimal judgment to perform a variety of job tasks according to clearly prescribed standard practices and procedures.

Independent Action: Requires a range of choice in applying a number of technical or administrative policies under general direction and making routine decisions or in recommending modifications in work procedures for approval by supervisor.

MINIMUM QUALIFICATIONS:

Education: High school diploma or G.E.D. equivalent. Each additional year of approved formal education may be substituted for one year of required work experience.

Experience: Two years' experience in a position involving public contact work such as a bank teller, retail clerk or other similar mercantile cash based work. Each year of work experience may be substituted for one year of required formal education.

License/Certification: None required.

RECOMMENDED WORK TRAITS: Knowledge of motor vehicle laws, rules, regulations is a benefit. Ability to perform arithmetical computations with speed and accuracy. Ability to make monetary change rapidly and accurately involving the use of a cash terminal. Ability to communicate with the public in a courteous manner. Ability to work while sitting or standing for long periods of time. Ability to establish and maintain harmonious relationships with other employees and the general public. Must be willing to maintain appearance to assigned duties and responsibilities as determined by the agency appointing authority.

DISCLAIMER STATEMENT: This class specification is descriptive of general duties and is not intended to list every specific function of this class title.