

CLASSIFICATION: CASH TERMINAL OPERATOR II

Class Code: 1595-13

Date Established: 12-04-02

Occupational Code: 1-3-6

Date of Last Revision: 10-24-13

Exempt Status: Non- Exempt

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, issuance of various documents to qualified individuals and assisting the Supervisor of Cash Terminal Operations as necessary.

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.
- Assist the Supervisor of Cash Terminal Operations with verifying the nightly closeouts, daily deposits and daily petty cash amounts and cash drawer accuracy.
- 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 immediate, ongoing agency objectives by facilitating the direct provision of services to the public or other state agencies. Errors at this level result in inaccurate reports or invalid test results and require a significant investment of time and resources to detect.

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 to establish facts, to draw daily operational conclusions, or to solve practical problems. This level also requires providing a variety of alternative solutions where only limited standardization exists.

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: Three years' experience in a position involving public contact work such as a bank teller, retail front-end supervisor or other similar supervisory mercantile cash based work. Each additional year of approved 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 and 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 appropriate 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.