



Job Description

Cashier/Receptionist/
Lotteries Officer

IDENTIFICATION

Job Title: Cashier/Receptionist/Lotteries Officer

Supervisor's Position: Director of Finance

Job Status: Permanent Full Time - Mon to Fri - 37.5 hrs. per week

Location: Inuvik Town Hall

PURPOSE OF THE POSITION

(The main reason for the position, in what context and what is the overall end result)

The Cashier/Receptionist/Lotteries Officer is a multi-functional position which is responsible for receiving cash, issuing lottery licenses and providing receptionist and secretarial functions for all Town Office staff.

SCOPE

(The way that the position contributes to and impacts on the organization)

The Cashier/Receptionist/Lotteries Officer reports to the Director of Finance and is responsible for ensuring accurate recording of all cash receipts, providing receptionist and secretarial services for all Town Office staff, issuing and maintaining accurate lottery records.

RESPONSIBILITIES

(Major responsibilities and target accomplishments expected of the position including the typical problems encountered in carrying out the responsibilities.)

1. Receive and record all cash in an accurate and timely manner by:
 - Preparing and recording receipts for all transactions, including utilities, municipal taxes, etc. by cash, VISA, debit and cheque
 - Maintaining an account for a \$200 cash float
 - Maintaining a Traffic Ticket Register for all fines
 - Securing all cash

2. Provide receptionist services to the public and Town Office staff by:
 - Answering telephone, taking messages, directing and answering enquires
 - Receiving public complaints and forwarding for action
 - Receiving all cash and documents for Business License
 - Receiving all cash and documents for Cab License
 - Issuing Arctic Circle Certificates to the public

3. Provide secretarial services to Town Office staff by:

- Maintaining a booking calendar for Council Chambers and the Board Room
- Maintaining Central Filing system
- Typing correspondence, reports, forms and other items
- Preparing outgoing mail
- Receiving all incoming faxes, copying and distributing
- Maintaining Tender Registers and receiving Tender Deposits
- Ordering office supplies, monitoring usage of supplies and equipment, receive freight and distribute
- Coordinating the repair and maintenance of office equipment

4. Maintain accurate lottery records and ensure compliance by:

- Providing advice and assistance to lottery applicants
- Processing and assessing lottery applications and statement of accounts
- Maintaining lottery calendar and client files
- Maintaining lottery financial information and providing reports for Council and other required parties

5. Maintain Business License register and files.

6. Provide financial and administrative support to the Director of Finance, the Senior Administrative Officer and other employees.

7. Perform other duties as required directly related to the major functions of the job.

KNOWLEDGE, SKILLS AND ABILITIES

(The knowledge, skills and attitudes required for satisfactory job performance)

The incumbent must have proficient knowledge in the following areas:

- computerized accounting programs
- office administration
- understanding of relevant legislation, policies and procedures
- preparation of reports
- municipal services
- an understanding of the northern cultural and political environment

The incumbent must demonstrate the following skills:

- team building skills
- basic bookkeeping skills
- effective communications skills both oral and written
- cash handling skills
- computer skills including operate spreadsheets and word processing programs at a highly proficient level
- stress and time management skills
- time management skills

The incumbent must also demonstrate the following personal attributes:

- be honest and trustworthy
- be respectful
- possess cultural awareness and sensitivity
- be flexible
- demonstrate sound work ethic

The Cashier/Receptionist/Lotteries Officer would normally attain the required knowledge, skills and abilities through completion of a grade 12 with a secretarial course and/or a completion of an office procedures course and with related experience.

WORKING CONDITIONS

(The unavoidable, externally imposed conditions under which the work must be performed and which create hardship for the incumbent including the frequency and duration of occurrence of physical demands, environmental conditions, demands on one's senses and mental demands.)

Physical Demands

(The nature of physical effort leading to physical fatigue)

The Cashier/Receptionist/Lotteries Officer will have to spend long hours sitting and using office equipment and computers, which can cause muscle and eye strain. The incumbent may also have to do some light lifting of supplies and materials from time to time.

Environmental Conditions

(The nature of adverse environmental conditions affecting the incumbent)

The Cashier/Receptionist/Lotteries Officer works in a controlled office environment with little exposure to disagreeable conditions, however, being located next to the main entrance, with frequent opening of the front doors, the incumbent is exposed to cold air and drafts. The Cashier/Receptionist/Lotteries Officer may find the environment to be busy, noisy and will need excellent organizational, time and stress management skills to complete the required tasks.

Sensory Demands

(The nature of demands on the incumbent's senses)

Sensory demands can include reading and use of the computer which may cause eyestrain and occasional headaches. The municipal office may be noisy and busy making it difficult for the Cashier/Receptionist/Lotteries to concentrate.

Mental Demands

(Conditions that may lead to mental or emotional fatigue)

Significant stress may be caused by the interaction with the public when they enter the office seeking services or wishing to register a complaint, particularly around taxes due. The Cashier/Receptionist/Lotteries Officer may have to manage a number of requests and situations at one time. Stress may be caused by the need to complete tasks within tight deadlines.

CERTIFICATION

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Employee Signature	Supervisor's Title
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Printed Name Date	Supervisor's Signature Date
I certify that I have read and understand the responsibilities assigned to this position.	I certify that this job description is an accurate description of the responsibilities assigned to the position.
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Senior Administrative Officer's Signature	Date
I approve the delegation of responsibilities outlined herein within the context of the attached organizational structure.	
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The above statements are intended to describe the general nature and level of work being performed by the incumbent(s) of this job. They are not intended to be an exhaustive list of all responsibilities and activities required of the position.