

SAMOA WATER AUTHORITY

Position Description

Position Title:	CASHIER
Salary Grade/Rate:	Grade 3 / Step 1
Responsible to:	Team Leader - Customer Services
Division:	Commercial

Position Overview:

Under guidance and leadership of the Team Leader – Customer Services, the Cashier is generally responsible for efficient handling of cash received, receipting and ensure security at all times.

Duties & Responsibilities:

1. Proper receipt of payments received (all cheques signed, surveys and new connections fees/water bills etc.) and ensure security of all incoming cash at all time.
2. Proper accounting and balancing receipted cash against receipts daily, whether manual receipting or point of sale.
3. Log & report to team leader sudden power outages or system issues that may impact on receipting using point of sale
4. Develop, maintain, update and provide a detailed register (electronic/manual form) of all manual receipts issued & receipt book number. Ensure receipts are in sequential order.
5. Prepare accurate daily summary of collection.
6. Deliver Receipts & Denomination (including Receipt Book) and cash to Team Leader Customer Services for reconciling and security at close of business every day.
7. Monthly reconciliation of receipts and point of sale when closing at the end of each month
8. Immediate reporting of any shortages or irregularities to Team Leader
9. Effective delivery of counter services with respect & politeness at all time.
10. Maintain neat and tidy workstation and ensure all filings done each day.
11. Relieve and perform CSO duties when required.

Position Requirements:

1. Minimum qualification of a Certificate of Attainment-Commerce @ UPY level.
2. Minimum of 2 years relevant experience.
3. Must be Computer literate.
4. Ability to communicate (written/oral) in English and Samoan fluently.
5. Excellent customer services.
6. Clean police report within (at least 12months)
7. Ability to work under minimum supervision. A team player with pleasant personality.
8. Ability to Drive and must have a valid driver's license.

ALL SIGNATURES TO BE COMPLETED PRIOR TO FILING

	NAME / SIGNATURE	DATE
Prepared by:	 Faiamio Agaiava TL - HR	25/1/2018
Reviewed by:	 Lynn Tupai TL - CSO	27/1/18
Verified by:	 Heseti S. Vaai Manager Commercial	
Check by:	 Ruby Williams Manager Corporate Management	25/1/2018
Approved by:	 SEUGAMAALII JAMMIE SAENA MANAGING DIRECTOR	8/2/18

