



## City of Denton Job Description

**Title:** Assistant Lead Cashier  
**Position ID:** SA2002  
**Department/Division:** Parks and Recreation/ Leisure Services  
**Report to:** Recreation Supervisor  
**FLSA Designation:** Temp/Seasonal  
**Safety Sensitive:** No  
**DOT:** No

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**Definition:** Responsible for assisting with supervising all staff and activities relative to the operations of cash handling at Denton Aquatic Facilities. This position will serve as an assistant team lead and assists Lead Cashiers with staff supervision, provides excellent customer service, books birthday parties and rentals, and other duties as assigned.

### Essential Functions:

- Assists with supervising seasonal cashiers at Denton Aquatics Facilities
- Works front desk shifts at the Denton Natatorium
- Provides excellent customer service to all patrons in person, over the phone, and by email.
- Responds to and resolves customer service issues and/or unique or complex requests from customers. Escalates issues to the Lead Cashier as necessary.
- Completes deposits and performs cash handling responsibilities including all opening and closing procedures for guest service staff during the summer.
- Assists in recruiting, training, supervising, and directing seasonal staff.
- Responsible for assisting with maintaining cleanliness and organization of all admissions areas including entryway, front desk, and admissions office
- Serves as a cashier on a relief basis as necessary
- Responsible for counting and verifying the change fund
- Prepares administrative reports as requested
- Serves as a cashier on a relief basis as necessary
- Prepares administrative reports as requested
- Reconciles all cashier deposits at the end of each shift

### Additional Duties:

- Performs other duties as assigned

### Minimum Qualifications / Acceptable Equivalency:

- Must be at least 17 years old
- 1-year experience with high volume cash handling and customer service

**OR**

- Any combination of related education, experience, certifications and licenses that will result in a candidate successfully performing the essential functions of the job

**Core Competencies:**

- Ability to operate an electric cash register
- Skilled in ten-key by touch
- Ability to perform mathematical computations relating to cash handling
- Ability to communicate effectively with a wide variety of people in a tactful and diplomatic manner
- Ability to follow routine oral instructions
- Ability to balance a cash drawer
- Ability to communicate effectively both verbally and in writing
- Ability to form and maintain effective relationships with coworkers and customers
- Ability to maintain regular and punctual attendance
- Ability to observe City policies and procedures

**Conditions of Employment:**

- Must pass a drug test, driver's license check, criminal history background check, and social security number verification check
- Must be able to work on a rotating schedule seven (7) days per week

**Preferences:**

- Bilingual in Spanish and English
- Supervisory experience

**Physical Requirements:**

*Overall Strength Demands:* The italicized word describes the overall strength demand of the functions performed by the incumbent during a typical workday.

- ***Sedentary – lifting no more than 10 pounds***
- Light – lifting no more than 20 pounds; carry up to 10 pounds
- Medium – lifting no more than 50 pounds, carry up to 25 pounds
- Heavy – lifting no more than 100 pounds, carry up to 50 pounds
- Very Heavy – lifting more than 100 pounds, carry more than 50 pounds

*Physical Demand Codes:* The following describes if the incumbent is expected to exert the following physical demands during a typical workday and the overall frequency.

Codes for "how often":

Y = Yes

N = No

E = extensive (100-70%)

M = moderate (60-30%)

I = infrequent (20-10%)

A = almost never (<10%)

Task: Code:

1. Standing: E
2. Sitting: I
3. Walking: E
4. Lifting: M
5. Carrying: M
6. Pushing/Pulling: M
7. Overhead Work: A
8. Fine Dexterity: M
9. Kneeling: I
10. Crouching: I
11. Crawling: M
12. Bending: M
13. Twisting: M
14. Climbing: A
15. Balancing: Y
16. Vision: Y
17. Hearing: Y
18. Talking: Y
19. Video Display: N
20. Other:

*Machines, Tools, Equipment and Work Aids:*

The essential functions of this position require the daily use of cash registers, safes, calculators, and ten-key adding machines.

*Environmental Factors:*

The essential functions of this position are performed at outdoor aquatic facilities in 90-105 degree heat. Potential exists for lifting up to 50 pounds.

***This job description is not an employment agreement, contract agreement, or contract. Management has exclusive right to alter this job description at any time without notice.***

**Effective Date: 1/29/2002**

**Revision Date: 1/25/2021**