



## VILLAGE OF ISLAND LAKE

Island Lake, IL 60042  
847.526.8764

# Cashier\Receptionist – Part Time – Job Description

**Revised: June 30, 2023**

### **POSITION SUMMARY:**

The Cashier/Receptionist is a part-time position with a 4-hour work day, Monday through Friday. This role primarily involves handling cash and credit card transactions, answering inquiries, directing visitors to the appropriate departments, managing phone calls, and providing general administrative support. The ideal candidate will have excellent interpersonal skills, attention to detail, and the ability to multitask effectively.

### **SUPERVISION RECEIVED:**

Works under the general supervision of the Treasurer. May receive work assignments from other Village staff. Employee is expected to use independent judgement to plan, organize, implement, and review duties with minimal supervision according to established procedures.

### **DUTIES AND RESPONSIBILITIES:**

#### **1. Cash and Credit Card Management:**

- Receive and process cash and credit card payments accurately and efficiently.
- Ensure that proper documentation and receipts are provided for each transaction.
- Maintain a balanced cash drawer at all times.

#### **2. Reception and Customer Service:**

- Greet and welcome visitors in a professional and friendly manner.
- Direct inquiries from visitors to the relevant departments or personnel.
- Answer phone calls promptly and professionally, providing information and assistance as needed.
- Maintain a good understanding of the village office's services, programs, and policies to address basic inquiries.

### 3. Administrative Support:

- Assist with general administrative tasks, including filing, data entry, and mailing.
- Maintain records and files accurately and in an organized manner.
- Ensure confidentiality and security of sensitive information.

### 4. Office Coordination:

- Coordinate schedules and appointments, if required.
- Collaborate with other staff members to ensure smooth office operations.
- Assist in maintaining a clean and organized reception area.

## **JOB REQUIREMENTS:**

- High school diploma or equivalent.
- Proven experience as a cashier or in a customer service role is preferred.
- Proficient in processing both cash and credit card payments accurately.
- Strong communication and interpersonal skills.
- Excellent phone etiquette and professional demeanor.
- Ability to handle multiple tasks simultaneously and prioritize effectively.
- Basic computer skills, including proficiency in MS Office Suite.
- Familiarity with office equipment, such as photocopiers and fax machines.
- Attention to detail and accuracy in handling financial transactions.
- Ability to maintain confidentiality and handle sensitive information with discretion.
- Flexibility to work four hours per day, five days per week.

## **WORKING CONDITIONS:**

The majority of the time will be spent inside. Exact hours may vary based upon the needs of the office.

## **PHYSICAL DEMANDS OF POSITION:**

While performing the duties of this position, the employee is frequently required to sit, stand, read, communicate, reach and manipulate objects or tools. Duties involve moving materials up to 5 pounds on a regular basis and objects which may weigh up to 20 pounds. Manual dexterity and coordination are required while operating and handling equipment and computers.