



GOVERNMENT OF BERMUDA

JOB DESCRIPTION FORM

POSITION (PID) #		690007			
IDENTIFYING INFORMATION			POST CERTIFICATION		
Post Title		Cashier/Receptionist		Print Name	Signature
Present Grade		PS 9-11		Prepared By	
Department/Section		Conservation Services/Administration		Post holder Agreed	
Ministry		Environment and Sports		Dept. Head Agreed	
POST STATUS			POST TRANSFER (if applicable)		
	New Post	Revised Post	Redefined Post	Previous Title	
Date		9 Dec 2008		Previous Department	
Cabinet Conclusion Ref				Previous Ministry	Environment
Last Review Date		26 Sept. 2002		Previous Number	
Panel Decision	Grade	Date	Signature	Previous Grade	
	11-13	1 OCT 10	<i>W. Jolly</i>	Date of Transfer	

1. SUMMARY OF MAIN DUTIES	%
1. Cashiering duties	75%
2. Receptionist and telephone duties	20%
3. Associated duties	05%
	TOTAL = 100%

2. SUMMARY OF ACCOUNTABILITY
<p>2.1 What specifically is this post accountable for?</p> <p>The post holder is accountable for receiving admission fees from visitors to the Bermuda Aquarium, Museum and Zoo (BAMZ) and to receive visitors and answer the telephone promptly in a courteous and polite manner. The post holder also maintains accurate records of visitor surveys on behalf of the Principal Curator and undertakes associated duties, as requested by the Administrative Officer, to support the efficient operations of the Administration Section.</p>
<p>2.2 Briefly describe the level of decision making authority held by this post.</p> <p>The post holder makes routine decisions in respect to the performance of cashiering and telephone switchboard and receptionist duties within established guidelines, policies and procedures, including decisions on the handling of cash and calls to forward to senior officers, information which can be given, etc. The decisions will not significant enough to have severe impact on the organisation.</p>
<p>2.3 To which position does this post report directly? The Administrative Officer.</p>

3. ESSENTIAL KNOWLEDGE & SKILLS
<p>List the key knowledge and skills required to fulfill the <i>minimum requirements</i> of the post under the following categories.</p>
<p>3.1 General Knowledge / People Skills (Soft Skills).</p> <p>The post holder must possess good inter-personal, customer relations, communications and time management skills. Numeric skills and excellent telephone etiquette are also required.</p>
<p>3.2 Technical Knowledge / Position Specific Skills (Hard Skills). This includes knowledge of particular legislation, processes, specialties, etc.</p> <p>The post holder must be conversant with the Microsoft Office Suite, the Computerised Accounting Systems, cash register, Financial Instructions and the Financial Information Management System (FIMS). The Postholder must be capable of operating the switchboard and office telephone systems and must possess knowledge of First Aid and CPR.</p>

4. MINIMUM EXPERIENCE REQUIRED		
Based upon the above identified knowledge and skills, what is the minimum number of years experience required to fulfill the duties of this post?		
<input type="checkbox"/> No previous experience required	<input checked="" type="checkbox"/> Minimum one (1) year	<input type="checkbox"/> Minimum two (2) years
<input type="checkbox"/> Minimum three (3) years	<input type="checkbox"/> Minimum five (5) years	<input type="checkbox"/> Minimum ten (10) years
4.1 Identify specific experience.		
A minimum of one (1) year's relevant experience in a similar capacity is required for the post.		

5. MINIMUM EDUCATIONAL QUALIFICATION REQUIRED		
<input type="checkbox"/> Secondary School Graduation Certificate	<input checked="" type="checkbox"/> Apprenticeship/College Certificate	<input type="checkbox"/> College Diploma
<input type="checkbox"/> Associates Degree	<input type="checkbox"/> Advanced or Specialist Qualification	<input type="checkbox"/> Bachelors Degree
<input type="checkbox"/> Masters Degree	<input type="checkbox"/> Professional Designation (Includes Chartered Status)	<input type="checkbox"/> Doctorate
<input type="checkbox"/> Other		
5.1 Please list the title of the academic qualification / professional designation required: The postholder must have successfully completed the BSC or equivalent and a six (6) month Introduction to Bookkeeping certificate.		
5.2 List any special licenses, registrations or certifications required for this job: The post holder must possess certification in First Aid and CPR.		

6.0 RESOURCES UNDER MANAGEMENT					
6.1 Management and Supervision of Staff					
(Please ensure that the Organization Chart submitted is up to date, accurate and reflects the information listed below)					
Please list the position titles (including PID) of 'All Staff' under the 'Direct Supervision' of this post.					
1. N/A					
6.2 Non-Staff Budget and Revenue Streams)					
6.2.1 What 'Responsibility' does this post have for 'Managing Non-Staff Budget' and 'Government Revenue Collection'? (Non-Staff Budget typically applies to contracts for program delivery & capital expenditure projects)					
<input checked="" type="checkbox"/> None	<input type="checkbox"/> Has Direct Management Responsibility		<input type="checkbox"/> Is the Accounting Officer		
6.2.2 Please indicate the level of Non-Staff Budget and/or Revenue Streams for which this post is responsible.					
<input checked="" type="checkbox"/> None	<input type="checkbox"/> Less than \$500k	<input type="checkbox"/> \$500k to \$2m	<input type="checkbox"/> \$2m to \$10m	<input type="checkbox"/> \$10m to \$40m	<input type="checkbox"/> Greater than \$40m
6.3 Infrastructure for Vital Government Services (FOR EACH SUB SECTION TICK THE APPROPRIATE BOX)					
6.3.1 Is the post responsible for managing 'Infrastructure' critical to the delivery of 'Vital' Government Services?					
<input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes. Has Direct Management Responsibility		<input type="checkbox"/> Yes. Is Ultimately Responsible		
6.3.2 If 'Yes' to the above, what would be the impact of failure of this infrastructure?					
<input type="checkbox"/> Low Impact: Mainly internal to Government	<input type="checkbox"/> Medium Impact: Mainly internal to Government		<input type="checkbox"/> High Impact: Mainly internal to Government		

<input type="checkbox"/> Low Impact: Bermuda-Wide	<input type="checkbox"/> Medium Impact: Bermuda-Wide	<input type="checkbox"/> High Impact: Bermuda-Wide
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7. Additional Information

The Cashier/Receptionist must exhibit a pleasant demeanor, with good common sense, reliable work ethic and a demonstrated good record of attendance and timekeeping. The post holder must display an ability to respect confidentiality and act in a professional manner in a business setting.

DUTIES AND RESPONSIBILITIES OF THE POST

8. DETAILED DESCRIPTION OF MAIN DUTIES AND RESPONSIBILITIES OF THE POST	
(Please use the same Headings for Main Duties as Listed in Section 1.0)	
8.1 CASHIERING AND RECORD KEEPING DUTIES	
8.1.1	Operates the NCR cash register, checks that the register is in proper working order and the cash float is correct. Re-imburses the float, as appropriate.
8.1.2	Collects admission charges from all Aquarium patrons, closes off the cash register at the end of the day, reconciles the float and submits the cash to the Accounts Clerk.
8.1.3	Accepts for admission coupon receipts and vouchers from visitors and liaises with the travel agents or the social hostesses from the hotels, when problems arise.
8.1.4	Sells and records the sale of annual family tickets.
8.1.5	Instructs other employees on the correct use of the cash register, as required.
8.1.6	Conducts and records results of visitor surveys, as directed.
8.2 RECEPTIONIST AND TELEPHONE DUTIES	
8.2.1	Performs reception duties on behalf of the Department of Conservation Services, receives visitors and members of the public courteously and politely and provides information about Bermuda and the Aquarium complex, as required.
8.2.2	Attends to visitors by ascertaining the nature of their visit and calls the appropriate officer for assistance. Makes an appointment if the officer is unavailable, and advises the officer.
8.2.3	Answers the switchboard telephone for the Department and forwards calls to officers. Provides information or takes and forwards messages to the officers when unavailable.
8.3 ASSOCIATED DUTIES	
8.3.1	Maintains the first aid station and responds to emergency situations for its use, as necessary.
8.3.2	Performs other related duties, as requested by the Administrative Officer and the Director of the Department of Conservation Services.