



# CASHIER'S OFFICE STUDENT SUPERVISOR

## POSITION DESCRIPTION

---

The Cashier's Office Student Supervisor is responsible for the daily operations of the Cashier's Office. This position requires good communication, demonstration of leadership, an understanding of office policies and procedures, and customer service skills.

## HUMAN RESOURCES DETAILS

---

**Shifts:** 8-12 hours/week • Mornings and afternoons available

**Starting Wage:** \$8.05/hour

**Reports To:** Accounting Assistant/Cashier

## ESSENTIAL FUNCTIONS

---

The Cashier's Office Student Supervisor responds directly to the Cashier's Office Supervisor. Supervisors are responsible for creating and breaking down Norris area and student group event cash bags, accepting student group deposits, reconciling student group deposits, and selling daily parking permits and stamps. They are also responsible for creating and maintaining a quarterly work schedule, maintaining Student Group Authorization lists, monthly meetings with other Business Operations student supervisors, auditing Attendant's cash drawers, and providing training sessions for Attendants and other Norris student staff as needed.

## MINIMUM SKILLS AND QUALIFICATIONS




---

- Current Northwestern University Undergraduate Student
- Responsible for preparation of operating area funds
- Cash handling experience necessary
- Detail-oriented and experience with cash control
- Good written, verbal, and customer skills
- Demonstrates leadership skills
- Ability to work independently or with others

## OUTCOME EXPECTATIONS AND RESPONSIBILITIES

---

### CUSTOMER SERVICE

-  **Customer Interaction** – articulates clearly and listens to customers, maintains good eye contact and focuses on individual customer, and puts the customer first
  - Greets customers at the window in a timely manner
  - Answers customers' questions or find the answer for them
  - Helps to ensure the security and safety of starting funds for Norris areas and student groups
-  **Presentation** – positive image and reflection of self and the Norris Center
  - Wears nametag
  - Complies with dress code
  - Presents a positive attitude
-  **Customer Satisfaction** – follows through with customers in order to meet their expectations for service, and is persistent and creative in meeting customer needs
  - Ability to multi-task while helping a customer

### RESPONSIBILITY

- 👤 **Attendance** – arrives on time for shifts, works during scheduled hours and makes arrangements for replacements as needed
  - Maintains and follows schedule set at the beginning of each quarter
  - Requests schedule changes in a timely manner
  - Requests substitutes for missed shifts
- 👤 **Accuracy** – is precise and works within allotted time frames, acknowledges when mistakes or missed deadlines occur and notifies supervisor appropriately
  - Double count all deposits
  - Verify all cash when it is received and before distribution to another person
- 👤 **Accountability** – makes appropriate decisions regarding behavior, recognizes and accepts consequences of actions, and acts in a dependable manner
  - Responsible for all personal actions
  - Willing to accept critique and suggestions
- 👤 **Job Knowledge** – knows job description and understands what the job entails, knows relevant information and policies, and seeks clarification when needed
  - Understand specific tasks and responsibilities of the Cashier's Office
  - Willingly ask questions to develop knowledge
  - Willingly attend all mandatory and some suggested training sessions

## TEAMWORK

- 👤 **Communication** – communicates information to team members, customers, and team leadership, and displays ability to adjust communication style appropriately
  - Ask others for help if needed
  - Work closely with SOFO and Box Office employees
  - Work with Center Managers
- 👤 **Group Participation** – attends team meetings and contributes to dialog, and supports others and appropriately adapts behavior in response to team needs
  - Communicates which steps they are on in a process so someone else can continue
  - Contributes in meetings with suggestions
- 👤 **Values Difference** – relates well with team members from diverse backgrounds, interests, and values, and understands, recognizes and behaves appropriately when cultural differences exist
  - Sensitive to other's beliefs

## LEADERSHIP

- 👤 **Goal Orientation** – demonstrates effective planning and visioning of the future, and pushes self and others, when necessary, to accomplish goals
  - Discuss and set goals throughout the year and at yearly evaluation
  - Plans and provides quarterly training sessions with at least one mandatory training for Attendants
- 👤 **Collaboration** – fosters collaboration in their team and in the organization, and empowers others to act and strengthens their ability to do so
  - Work together to complete tasks over more than one shift

## AUTONOMY

- 👤 **Enforcement of Policies** – uses and upholds rules and guidelines of job, and makes appropriate exceptions when the situation calls for it
  - Enforce time limitations on Dance Marathon deposits
  - Require customers to fill in requests and reconciliations appropriately
- 👤 **Initiative** – demonstrates ability to initiate action and contribute ideas to improve area, and works well with minimal supervision
  - Ability to focus on and finish task at hand with minimal supervision
- 👤 **Decision Making** – displays ability to make good choices, and understand how to use his or her talents and skills to best accomplish tasks
  - Can answer customers' questions on own
  - Writes a monthly office update for Attendants
- 👤 **Problem Solving** – deals with unforeseen situations professionally, and is adaptable, flexible, and able to work under conditions of ambiguity
  - Ability to make decisions based on office experiences and policies

## MANAGEMENT

- 👤 **Self-Confidence** – maintains and projects an optimistic perspective, and accurately assesses and articulates personal strengths and weaknesses
  - Comes to work prepared
  - Demonstrates a positive attitude

- Openly discusses strengths and issues with the Cashier's Office Supervisor
- 🧠 **Personal Management** – manages energy and circumstances to meet deadlines and accomplish specific tasks and outcomes, and manages time effectively
  - Detail-oriented
  - Separates work from social life
  - Sets a good example for Attendants in the office
- 🧠 **Personnel Management** – clearly communicates individual and group performance expectations, and uses instructive feedback and evaluation in a positive manner.
  - Provides monthly mandatory and optional trainings
  - Meets monthly with other Business Operations Student Supervisors
  - Accepts critique and tries to put changes into practice
  - Creates new materials for training sessions
- 🧠 **Reporting** – develops clear and concise reports on status of operation using appropriate language and data and is prompt in submitting reports
  - Keeps to deadlines
  - Creates and maintains quarterly work schedule
  - Checks weekly that all new Starting Fund Requests are being processed
  - Updates Starting Fund Authorization weekly
  - Provides write-up after every training sessions regarding what went well or poorly and makes suggestions for next time the training is done