



## Annexure A

### JOB Profile

#### CASHIER

##### 1. POSITION DETAILS:

Position Title:	Cashier
Organisational Unit:	AFC Operations at Harambe

##### 2. JOB DESCRIPTION:

###### *MAIN JOB OBJECTIVES/PURPOSE OF THE JOB*

- To execute cashier duties for Automated Fare Collection Agent (AFCA) Harambe, service and the effective and efficient functioning the ticket booth at the relevant station;

###### *DESCRIPTION OF KEY RESPONSIBILITY AREAS AND INDICATORS*

1. Execute Fare media count responsibilities during a shift
  - Counting and reconciling fare Media at the start and end of the shift.
  - Documenting of fare media stock.
  - Interaction and communication with Station supervisor regarding received, issued, returned, and shortages of tickets.
2. Perform cashier duties in terms of preparation for cash transactions and shift fare media sale transactions
  - Ensure that there is enough cash float at all times.
  - Ensure the availability of stock of all fare media types.
  - Take care in issuing the correct change to commuters.
  - Record fare media sales on shift reports.



3. Provide effective and efficient customer service
  - Greeting and welcoming of commuters at the station.
  - Attend and respond to commuter requests (Fare media requests).
  - Ensure customer tickets issued are correct and sufficient for journeys.
  - Escalate customer complaints to the Station supervisor
4. Perform cash management duties for every cash drop.
  - Perform transactions on the GPT cash recycler for every cash collected on fare media sales and top-ups.
  - Complete reconciliation of fare media sold and cash for every shift.
  - Complete deposit slips with accuracy for every cash drop.
  - Complete shift reports with accurately for every transaction performed.
5. Implement security measures during a shift
  - Ensure minimum cash visibility to the public.
  - Secure the booth by keeping it locked at all times.
  - Provide verification that the bags collected by SBV are correct and recorded.
  - Ensure no unauthorised refunds are issued.
  - Adhere to all station safety and security notices.
6. Keep stock of stationery required in the cashier's booth
  - Ensure that there is adequate stock of shift reports.
  - Ensure that consumables are sufficient for the shift.
  - Ensure that all necessary stationary, including a calculator, is supplied before the start of shift
7. Assist and ensure that the proper housekeeping is done during a shift
  - Communicate with the ambassador in terms of the station cleanliness.
  - Take care of the storing of fare media in a well-ordered manner and in during sales.
  - Ensure that the ticket booth is clean before and after a shift.

*DIRECT CONTACTS OF THE JOB HOLDER (INTERNAL AND EXTERNAL)*

As the holder of this position is responsible for the cashier duties of the AFCA Harambe service, he/she has a fairly profound direct influence on the customer service performance of the AFCA Harambe organisation with substantial internal and external impact.



#### INTERNAL INFLUENCE

The job holder is a Station Cashier, with no management duties but will have an impact on customer care function of the Harambe organisation, through reporting on customer complaints or suggestions.

- The Marketing component
- The Customer Care manager
- The Director of Operations
- Station Supervisor

#### EXTERNAL INFLUENCE

Indirectly the job holder will have an influence on the:

- Commuters; and
- The executive management staff of externally sourced companies in respect of safety and security

#### ***JOB REQUIREMENTS***

##### **EDUCATION**

Minimum educational qualification needed to fill the job:

- NQF 4 or equivalent

##### **EXPERIENCE**

Essential:

- Previous cashier experience
- Good interpersonal and communications skills
- Ability to perform under pressure

Advantageous:

- None

**If you are interested in the position and meet the requirements, kindly forward your CV to [recruitment@xtremetec.co.za](mailto:recruitment@xtremetec.co.za)**

**Please state in the subject line: Cashier**

**If you haven't heard from us within 2 weeks, please consider your application unsuccessful.**