

CASHIER / RECEPTIONIST

Application Deadline is 4 P.M. Friday, January 15

EDUCATION and/or EXPERIENCE:

A High School Diploma/GED is required. Additional credit will be given for post secondary education and/or experience that may be directly construed as enhancing the ability of the applicant to perform the duties of this position.

DESCRIPTION:

The Cashier (hereinafter "Cashier") serves as the first and sometimes only point-of-contact for a customer interacting with FTC. With this in mind; a Cashier serves an extremely important role in generating the desired "customer experience". To adequately meet customer needs and expectations, Cashiers are required to obtain and maintain a proper level of knowledge, understanding, and operation of the entire suite of products and services offered by FTC and its subsidiaries. Cashiers must also possess the ability and desire to adequately recognize, analyze, and assess the customer's issue and find a workable solution. Finally, the Cashier will be responsible for working with other departments on a continual basis to facilitate the proper customer experience, whether regarding the taking and posting of payments or otherwise.

ESSENTIAL SKILLS:

- Highly motivated self-starter with good organizational skills
- Excellent interpersonal skills with the ability to clearly communicate (especially verbally)
- The desire and ability to diagnose problems and find workable solutions
- The ability to learn and operate complex systems (computer and/or other) related to the provisioning, billing, and maintenance of customer accounts.
- Moderate to advanced Microsoft Office (Word, Excel, & PowerPoint) Skills

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Duties and Responsibilities include but are not limited to:

- Proper handling/posting of payments
- Sales and support of all products and services offered by FTC
- Ongoing training related to the knowledge and/or execution of the following:
 - FTC policies and procedures
 - State/Federal/Government policies
 - FTC products and/or services
- Other duties as assigned

PHYSICAL DEMANDS:

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties and responsibilities of this position. Otherwise, representative duties of this job include but are not limited to sitting, using hands to handle or feel, reaching with hands and arms, speaking and hearing, and standing and walking. One must occasionally lift and/or move up to 25 pounds.