

Village of Cuyahoga Heights Position Description

Position Title:	Cashier (Front Desk)	FLSA Classification:	Non-Exempt
Reports To:	Parks & Recreation Director	Department:	Parks & Recreation
Approved By:	Mayor	Final Approval/Update:	January 2026

POSITION SUMMARY

Under the general supervision of the Parks & Recreation Director, the Cashier (Front Desk) is the first point of contact for all residents entering any facility. They provide exceptional customer service and maintain the accessibility of each Recreation Facility where applicable.

The physical worksite for this position will be the Recreation Complex & Pool and Toscana.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The following is an outline of the basic duties and responsibilities of the above-titled position. It describes the duties and responsibilities in broad scope, and is not intended to be all-inclusive, and does not constitute a contract of employment. Individual(s) in this position may from time-to-time be assigned other duties as appropriate.

- Greet visitors at village recreation facilities.
- Have and maintain CPR/First Aid and Food Allergy training.
- Open/close the main facility entrances when ready.
- Answer and return phone calls.
- Maintain and regularly check facility email to answer any resident questions.
- Check guests into recreation facilities.
- Maintain facility attendance logs at each recreation facility as needed.
- Clean floors, counters, equipment, entry way, any patron area, etc. as needed.
- Process all in person transactions for recreation passes, recreation programming, guest fees, registration fees, etc. as needed.
- Balance cash register at the end of each shift.
- Other duties deemed necessary by supervisor.
- Routinely check emails and respond in a timely manner to supervisor and other Village staff as needed.

QUALIFICATIONS (KNOWLEDGE, SKILLS AND ABILITIES)

- Ability to positively interact with the general public.
- Knowledge of cash register use.
- Ability to perform arithmetic computations accurately and quickly.
- Ability to communicate effectively and to establish/maintain successful working relationships.

Minimum

Must be at least 17 years of age and able to perform arithmetic computations accurately and quickly.

Preferred

Previous experience working with the public and handling cash.

WORKING CONDITIONS (ENVIRONMENT/PHYSICAL DEMANDS)

Environmental

Work is performed at an outdoor or indoor facility with exposure to all types of weather conditions, including exposure to the sun, and to chemically treated water.

Physical/Mental

Work requires normal physical/mental effort such as walking, standing, bending, lifting, etc.

Employee's Acknowledgement of Receipt and Understanding

I understand that this description outlines the basic duties and responsibilities of my job on a broad scope and is not intended to be all-inclusive and that I may be assigned other duties from time to time as appropriate. The duties, responsibilities, authority, relationships and accountabilities outlined above are directly related to my job and will be used when evaluating my job performance. I also understand that this position description does not constitute an employment contract between me and the Village of Cuyahoga Heights.

Employee Signature

Date

Print Name