

APPROVED

MASSACHUSETTS DEPARTMENT OF PERSONNEL ADMINISTRATION

DEC 31 1987

CLASSIFICATION SPECIFICATION

Department of Personnel
Administration

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I. RECEIVING TELLER SERIES:

Receiving Teller I
Receiving Teller II

II. SUMMARY OF SERIES:

Incumbents of positions in this series receive cash or checks in payment for fees, bills, permits, tuition, licenses, patient or client accounts, etc.; issue receipts for payments received; search for sources of account imbalances or discrepancies; retrieve information from files; notify delinquent payers of amounts due; prepare reports; answer inquiries; and perform related work as required.

The basic purpose of this work is to receive payments and maintain an accurate account of balances and payments.

III. ORGANIZATIONAL LEVELS:

Receiving Teller I is the entry-level clerical job in this series.

Receiving Teller II is the first-level supervisory job in this series.

IV. EXAMPLES OF DUTIES COMMON TO ALL LEVELS IN SERIES:

1. Receives cash or checks for fees, bills, permits, tuition, licenses, patient/client accounts, etc. and keeps records of money and checks received.
2. Issues receipts for payments, licenses, registration plates, certificates of title, permits, etc. upon checking applications for accuracy and conformance with established procedures, guidelines, rules and regulations.
3. Searches for sources of account imbalances or discrepancies using calculators or adding machines.
4. Retrieves needed information from files and/or records.
5. Notifies delinquent payers and/or issuers of bad checks of amounts due to obtain required payments.
6. Prepares periodic reports to provide required information.
7. Answers or refers inquiries to appropriate parties for action.
8. Performs related duties such as setting up cash drawers, assisting individuals in the preparation of forms and filing documents according to established procedures.

Based on assignment, incumbents of positions in this series may also:

1. Type forms, licenses, lists, etc.
2. Carry cash and/or checks to banks, the Treasurer's Office, etc. for deposit.

V. DIFFERENCES BETWEEN LEVELS IN SERIES:

Receiving Teller II:

Incumbents of positions at this level also:

1. Review reports, forms etc. for accuracy, completeness and content.
2. Coordinate the work of subordinates to ensure compliance with laws, rules, regulations and established standards.

VI. RELATIONSHIPS WITH OTHERS:

Major work contacts are with the general public and with own agency staff.

VII. SUPERVISION RECEIVED:

Receiving Teller I:

Incumbents of positions at this level receive direct supervision from Receiving Tellers or other employees of higher grade who provide instructions on procedures, assign work and review performance through inspection and reports for completeness and compliance with standard procedures.

Receiving Teller II:

Incumbents of positions at this level receive general supervision from clerical or other employees of higher grade who provide procedural guidance, assign work and review performance through reports and conferences for accuracy and compliance with standard procedures.

VIII. SUPERVISION EXERCISED:

Receiving Teller I:

None.

Receiving Teller II:

Incumbents of positions at this level exercise direct supervision (i.e. not through an intermediate level supervisor) over, assign work to and review the performance of 1-5 clerical personnel; and functional supervision (i.e. over certain but not all work activities, or over some or all work activities on a temporary basis) over 16-25 clerical personnel.

IX. WORKING CONDITIONS:

Receiving Tellers work in a typical office environment with no unusual working conditions.

X. QUALIFICATIONS REQUIRED AT HIRE FOR ALL LEVELS IN SERIES:

1. Knowledge of the standard procedures and methods followed in handling and recording cash.
2. Knowledge of basic arithmetic including addition, subtraction, multiplication and division.
3. Ability to understand, explain and apply the laws, policies and procedures governing assigned unit activities.
4. Ability to work accurately with names, numbers, codes and/or symbols.
5. Ability to perform arithmetical computations with speed and accuracy (addition, subtraction, multiplication and division).
6. Ability to gather information by examining records and documents.
7. Ability to assemble items of information according to established procedures.
8. Ability to maintain accurate records.
9. Ability to read, write and comprehend the English language.
10. Ability to follow oral and written instructions.
11. Ability to communicate effectively in oral expression.
12. Ability to establish and maintain harmonious working relationships with others.
13. Ability to establish rapport with others.
14. Ability to deal tactfully with others.
15. Ability to exercise discretion in handling confidential information.
16. Ability to exercise sound judgment.

Based on assignment, the following additional qualifications may be required at hire:

1. Ability to type.

Additional qualifications required at hire for Receiving Teller II position:

1. Ability to supervise, including planning and assigning work according to the nature of the job to be accomplished, the capabilities of subordinates and available resources; controlling work through periodic reviews and/or evaluations; determining subordinates' training needs and providing or arranging for such training; motivating subordinates to work effectively; determining the need for disciplinary action and either recommending or initiating disciplinary action.

XI. QUALIFICATIONS ACQUIRED ON THE JOB AT ALL LEVELS IN SERIES:

1. Knowledge of the laws, rules, policies and procedures governing assigned unit activities.
2. Knowledge of the types and uses of agency forms.
3. Knowledge of the proper telephone procedures for making and receiving agency calls.

Additional qualifications acquired on the job in Receiving Teller II positions:

1. Knowledge of the principles, practices and techniques of supervision.

XII. MINIMUM ENTRANCE REQUIREMENTS:

Receiving Teller I:

Applicants must have at least (A) two years of full-time, or equivalent part-time, clerical experience, the major duties of which involved cashiering, bookkeeping, account recording or the direct handling of funds received or paid out, or (B) any equivalent combination of the required experience and the substitutions below.

Substitutions:

- I. A diploma as evidence of graduation from a business or commercial course of a recognized high school or vocational/technical high school may be substituted for a maximum of one year of the required experience.*
- II. A diploma for completion of a one-year, full-time, or equivalent part-time, program in a recognized non-degree granting business school above the high school level with a major in bookkeeping, accounting or business administration may be substituted for a maximum of one year of the required experience.*
- III. A diploma for completion of a two-year, full-time, or equivalent part-time, program in a recognized, non-degree granting business

school above the high school level with a major in bookkeeping, accounting or business administration may be substituted for the required experience.*

- IV. An Associate's or higher degree with a major in accounting, business administration or business management may be substituted for the required experience.*

*Education toward such a degree or diploma will be prorated on the basis of the proportion of the requirements actually completed.

Receiving Teller II:

Applicants must have at least (A) three years of full-time, or equivalent part-time, clerical experience the major duties of which involved cashiering, bookkeeping, account recording or the direct handling of funds received or paid out, or (B) any equivalent combination of the required experience and the substitutions below.

Substitutions:

- I. A diploma as evidence of graduation from the business or commercial course of a recognized high school or vocational/technical high school may be substituted for a maximum of one year of the required experience.*
- II. A diploma for completion of a one-year, full-time, or equivalent part-time, program in a recognized, non-degree granting business school above the high school level with major in bookkeeping, accounting or business administration may be substituted for a maximum of one year of the required experience.*
- III. A diploma for completion of a two-year full-time, or equivalent part-time, program in a recognized, non-degree granting business school above the high school level with a major in bookkeeping, accounting or business administration may be substituted for a maximum of two years of the required experience.*
- IV. An Associate's degree with a major in accounting, business administration or business management may be substituted for a maximum of two years of the required experience.*
- V. A Bachelor's or higher degree with a major in accounting business administration or business management may be substituted for the required experience.*

XIII. SPECIAL REQUIREMENTS:

None.

Occupational Group 15

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