

**POSITION DESCRIPTION** (Please Read Instructions on the Back)

1. Agency Position No.  
695-10181TA

2. Reason for Submission

- Redescription  New  
 Reestablishment  Other

Explanation (Show any positions replaced)

3. Service

- Hdqtrs  Field

4. Employing Office Location  
Milwaukee, WI

5. Duty Station  
Milwaukee, WI

6. OPM Certification

7. Fair Labor Standards Act  
 Exempt  Nonexempt

8. Financial Statements Required  
 Executive Personnel  Employment and Financial

9. Subject to IA Action  
 Yes  No

10. Position Status  
 Competitive  
 Excepted (Specify in Remarks)  
 SES (Gen.)  SES (CR)

11.  ...  
 ...  
 Neither
12. Sensitivity  
 1-Non-Sensitiv  3-Critical  
 2-Noncriti  4-Special

13. Competitive Level Code  
X01

14. Agency Use  
BUS: 1272

15. Classified/Graded by	Official Title of Position	Pav Plan	Occupational	Gra	Initial	Date
a. U.S. Office of Personnel Management						
b. Department, Agency or Establishment						
c. Second Level Review						
d. First Level Review	Cashier	GS	503	2	ST	5/20/10
e. Recommended by Supervisor or Initiating Office	Cashier	GS	503	2		

16. Organization Title of Position (If different from the official title)

17. Name of Employee (if vacant, specify)

18. Department, Agency, or Establishment  
Department of Veterans Affairs

a. First Subdivision  
VHA

b. Second Subdivision  
VISN 12, Medical Center

c. Third Subdivision  
Great Lakes Finance Service (GLFS) Product Line

d. Fourth Subdivision  
Northern Tier, VAMC Milwaukee

e. Fifth Subdivision  
Agent Cashier Office

19. Employee Review — This is an accurate description of the major duties and responsibilities of my position.

Signature of Employee (optional)

20. Supervisory Certification. I certify that this is an accurate statement of the major duties and responsibilities of this position and its organizational relationships, and that the position is necessary to carry out Government functions for which I am responsible. This certification is made with the knowledge that this information is to be used for statutory purposes relating to appointment and payment of public funds, and that false or misleading statements may constitute violations of such statutes or their implementing regulations.

a. Type Name and Title of Immediate Supervisor  
Dennis Robinson, Supervisory Accountant  
Signature: *Dennis Robinson* Date: 5/17/10

b. Typed Name and Title of Higher-Level Supervisor or Manager (optional)  
Lynn M. Forrest, Deputy Financial Manager N. Tier GLFS  
Signature: *Lynn Forrest* Date: 5-17-10

21. Classification/Job Grading Certification. I certify that this position has been classified/graded as required by Title 5, U.S. Code in conformance with standards published by the U.S. Office of Personnel Management or, if no published standards apply directly, consistently with the most applicable published standards.

22. Position Classification Standards Used in Classifying/Grading Position  
Job Family Standard for Clerical and Technical Accounting and Budget Work, GS-0500, December 1997

Typed Name and Title of Official Taking Action  
Susan Theis, Human Resources Specialist  
Signature: *Susan Theis* Date: 5/20/10

Information for Employees. The standards, and information on their application, are available in the personnel office. The classification of the position may be and corrected by the agency or the U.S. Office of Personnel Management. Information on classification/job grading appeals, and complaints on exemption from FLSA, is available from the personnel office or the U.S. Office of Personnel Management.

23. Position Review	Initials	Date	Initials	Date	Initials	Date	Initial	Date	Initial	Date
a. Employee (optional)										
b. Supervisor										
c. Classifier										

24. Remarks  
Position Designation - Low Risk

25. Description of Major Duties and Responsibilities (See Attached)

## CASHIER, GS-503-2

### POSITION DESCRIPTION #695-10181TA

#### **Introduction**

This is a temporary position within the VISN 12 Great Lakes Finance Service (GLFS) and located at the Milwaukee Campus. The primary purpose of the position is to serve as an alternate Cashier and provide assistance in the Agent Cashier Office.

#### **Major Duties**

Receives customers and telephone calls regarding patient travel and patient funds.

Cash advance is reconciled daily, exceptions are rare. Funds advanced are accounted for with no overages or shortages.

Cash payments are continually made in accordance with a properly authorized voucher and in the correct amount.

Consistently communicates with and assists customers, visitors and staff in courteous, tactful and professional manner. Communication, both written and oral, is generally provided promptly and is responsive to the customer's needs.

Regularly creates and maintains an environment that ensures confidentiality and privacy of patients.

Continually promotes teamwork by cooperating with and supporting staff, visitors, and customers in achieving Medical Center goals and mission.

Relationship with supervisors, co-workers, and other within the organization must be consistently courteous and cooperative in nature, and overall, contribute to the effective operation of the Cashier's Office. Performance must demonstrate the ability to adjust to change or work pressure in a pleasant manner, handle differences of opinion in a businesslike fashion, follow instructions conscientiously, and to function as a team member, helping the Fiscal group effort where possible.

Effectively safeguards all assigned computer system passwords and codes (access/verify codes, electronic signature codes, etc.) Consistently abides by established policies prohibiting the download of patient-specific data from the VA computer system to portable storage media such as diskettes, compact discs, zip discs, etc.; policies prohibiting employees from carrying any portable computer equipment or storage media containing any patient-specific data off VA premises; and policies prohibiting the loading of personal, non-VHA software to any VHA computing equipment.

Consistently limits personal access to all sensitive information and records, including patient medical records, other patient-specific information, personnel records, and employee health medical records, to those instances in which there is a specific job-related purpose. Consistently maintains confidentiality of all sensitive patient and employee records and information, and

limits disclosure of such information to only those individuals who have a specific job-related need to know the information. Utilizes software encryption as required on any laptop or personal computer as directed by VA IT Operations and Management.

Performs other duties as assigned.

**Factor 1 – Knowledge Required by the Position**

The employee must be able to demonstrate the knowledge and skills necessary to complete the duties of the position. Such knowledge and skills are identified in the Competence Assessment Checklist of the position and include knowledge and skills in:

- Communication and interpersonal relations, including the ability to appropriately and courteously relate to internal and external customers.
- Maintenance of confidentiality of patient/employee information, electronic and print.
- The medical center performance improvement program.
- How to work and function in the medical center in a safe manner, including infection control and the correct operation of equipment.

The employee is required to meet minimum qualification requirements in OPM Qualification Standards for General Schedule Positions, and/or VA Qualification Standards, Handbook 5005 – Staffing, Part II, Chapter 2 – Title 5 Appointments, Section D and Appendix II-F (for GS positions excluding quasi Title 38 positions).

**Automated Information Systems Security:** In the performance of official duties, the employee has regular access to printed and electronic files containing sensitive information, which must be protected under the provision of the Privacy Act of 1974, the HIPAA implementation, effective April 14, 2003 and other applicable laws and regulations. The employee is responsible for (1) protecting that information from unauthorized release or from loss, alteration, or unauthorized deletion, and (2) following applicable regulations and instructions regarding access to computerized files, release of access codes, etc, as set forth in the hospital's Automated Information Systems Users Agreement which the employee signs.

**Information Security and Confidentiality:** Manages information security within areas of responsibility to assure that computer system security and confidentiality of sensitive information is maintained, and that employee access to sensitive information is limited only to that which the employee requires to perform their duties. Takes action as necessary to report and address violations of information security.

Knowledge of the organization and agent cashier functions sufficient enough to assist visitors and answer telephone calls.

Knowledge of routine clerical procedures and forms used for cashier functions.

Knowledge of correct cash disbursement, money counting, and cash drawer balancing.

Basic skills using a computer, fax machine, adding machine, scanner, and shredder. Ability to make cash payments from assigned cash drawer.

Ability to perform simple arithmetic calculations such as adding, subtracting, multiplying and dividing numbers.

Ability to follow written and oral instructions.

Ability to reconcile payment sub-vouchers and cash collections against cash advance.

**Factor 2 – Supervisory Controls**

The employee is under the direct supervision of the Supervisory Accountant; however, will work closely with and under the guidance of the Agent Cashier and/or the Alternate Cashier. The Agent Cashier gives detailed instructions on all work assignments. Reviews are conducted frequently to assess the employee's progress in completing assignments. The employee is responsible for adhering to VHA Handbook 4010, Agent Cashier Procedures. All customer problems are referred to the supervisor, agent cashier, and/or alternate cashier who also provide guidance and assistance concerning operational problems encountered.

**Factor 3 – Guidelines**

Follows well-established, clear-cut guidelines which are applicable to each task. Guidelines are standing oral instructions and standard organizational manuals and policies which are readily available.

Complies with all local Agent Cashier procedures as well as VA Handbook 4010.

**Factor 4 – Complexity**

Duties consist of clear-cut, repetitive, tasks which are routine in nature and require little or no choice regarding a course of action. The employee takes action according to specific instructions.

**Factor 5 – Scope and Effect**

The purpose of the work is to perform routine cashier operations involving cashier tasks and procedures. Work is primarily limited to the organizational unit where the position is located.

**Factor 6 – Personal Contacts**

Personal contacts are primarily within the immediate cashier organizational unit.

**Factor 7 – Purpose of Contacts**

Contacts are for the purpose of exchanging information relating to the progress of assignments, balancing of cash drawer, accountability of cash/receipts, and to receive information.

**Factor 8 – Physical Demands**

Incumbent may sit or stand at the window according to the tolerance of the employee. No unusual physical demands are placed upon the employee.

**Factor 9 – Work Environment**

The work is performed in an office setting, behind a secured door and teller type windows. The work area is well lighted, adequately heated, and properly ventilated. Work is performed by sitting or standing while making payments from a cash drawer.