

## POSITION DESCRIPTION SUMMARY

**PD Tracking** 14613  
**Series, Title and Grade** 0530 Teller GS-06  
**Department** Veterans Affairs

### Introduction Statement

Incumbent is responsible for establishing and maintaining a complex Agent Cashier Unit assigned to Fiscal Service. Agent Cashiers perform a very critical role within the VA system, and functions independently with a broad knowledge base and receives minimal supervision. Primary duties involve cashier activities composed of the broad areas of collection and disbursement of funds, and proper distribution of salary checks and earnings and leave statements. In this capacity, incumbent is designated as an authorized Agent of the Treasury Department, and is personally held responsible for the Treasury's advance.

### Major Duties

Since the Agent Cashier is located on a different floor outside the physical location of Fiscal Service, wide latitude is used for independent judgment and decisions due to the variety and scope of duties performed. 7%

The incumbent is technically administratively responsible for all Agent Cashier input to the Austin Finance Center and Treasury reports, reconciliations and all disbursements and receipts of cash instruments. Incumbent is responsible for maintaining the cash flow so that adequate cash is on hand at all times to operate the daily cashier functions. As Agent Cashier, incumbent is responsible for planning, staffing, directing, training all activities of the Unit, taking prompt action as necessary to modify and/or change existing practices with the objective of efficiency in operations and maintenance of work on a current and accurate basis in accordance with all existing laws and regulations. 7%

The incumbent directs the work of a full-time Teller and numerous Fiscal alternate cashiers. In addition, the incumbent provides training and technical advice to five Imprest Cashiers. Incumbent is responsible for review of their work until training is completed, and periodic follow-up to assure work is accurate. Incumbent actively participates in interviews of Teller applicants and recommends selection. The incumbent also trains rotating Accounting Co-op students who have little or no work experience. 7%

Determines the acceptability of payment documents and cash items, aided by knowledge of Treasury Department and Department of Veterans Affairs regulations. This requires a mastery of knowledge in banking practices and currency. These documents include, but are not limited to the following: treasury checks, including VA Pension and Compensation checks, and Social Security checks, money orders, state and local government checks, certified checks, travelers' checks, bond drafts, cashiers' checks, and various Charge/Debit cards. 7%

Third Party Insurance Company Collections are decentralized to the VAMC, which has placed a greater demand for technical expertise and workload responsibility upon the Agent Cashier. Collections received from insurance companies are for inpatient and outpatient services provided to veterans and non-veterans that are billed under the Medical Care Cost Fund program. These responsibilities require that the Agent Cashier determine type of payment; i.e., Third Party, Means Test, Co-Payment, or a combination of several types. Once determination is made, the Cashier will prepare Field Station Receipts for collections using correct reference 7%

numbers of patients' accounts and proper accounting information across a matrix of specific funds. The Agent Cashier then utilizes the Payment Entry Options in the VISTA Agent Cashier Menu, whereby the incumbent will appropriately post/apply payments, store payment data, reconcile daily deposits of funds, and accommodate prepayments and refunds. The Menu will display an Account Profile for patient debtors and using the technical knowledge required, the Cashier will post collections to the account. It is extremely important that correct collection determinations are made, and that the accounts are posted accurately and timely. The workload is expected to generate approximately 15,000 Third Party bills annually, all of which will generate collection and posting actions.

Must analyze work requirements and determine resources, equipment and other needs to efficiently and safely accomplish customer service assignments. Assigns and explains work requirements to Teller and Imprest Fund staff for new or changed policies, functions, goals and processes. Establishes operating procedures as required. The Cashier provides all patients with a deposit account and has money available for their appropriate needs. Determines the propriety of payments and deposits. Incumbent must be flexible, creative, and able to determine priorities. 7%

Incumbent pays in cash certain designed classes of Fiscal vouchers, performing this disbursing function in accordance with authority delegated by the Treasury Department. In the performance of duties, determination must be made on the acceptability of a wide variety of items and documents, the adequacy of identification material, and the authenticity of signatures. Incumbent must make determinations regarding the authenticity of currency and the negotiability requirements of other types of cash items. Incumbent is responsible for the funds advanced by the Treasury Disbursing Office to cover payment of vouchers and must either return the funds in full or submit documentary evidence that they were disbursed or otherwise disposed of in accordance with applicable law and instructions of the GAO, Treasury Department, and the VA. The responsibility of each disbursement is individual and is to be performed according to established administrative guidelines. 7%

Makes cash payments to patients, employees and cash replenishments to Teller and Imprest Fund Cashiers. These payments include travel advances and travel vouchers, reimbursement for certain employee registration fees, incentive therapy pay, individual patient withdrawals from those with personal funds on deposit with the VA, and payments to restricted and institutional award patients. 7%

Receives receipts, deposits and accounts for collections received. These include monies collected from temporary depository; individual patient deposits, institutional award payments, reimbursements and refunds from employees, commercial vendors, other government agencies and third parties. The incumbent receipts each individual collection on the proper accountable forms. 7%

The incumbent is responsible for the issuance of prenumbered accountable receipts for each remittance received, determining the correct appropriation and account symbol. Maintains and is responsible for the supply of official accountable receipts and accountable forms used to acknowledge collections and control and requisition them. 7%

Incumbent is required to balance accounts daily to assure that the disbursing fund and collections are properly accounted for. The records of alternate cashiers and Teller are verified to account for any collections 6%

received or disbursements made.

Is responsible for preventing access of unauthorized individuals to the Agent Cashier Office, and maintaining and practicing appropriate security measures. Must insure against improper disclosure of the safe combination and to insure the combination is changed at least once annually and/or in accordance with manual requirements. 6%

Assumes personal financial accountability for any monetary loss which results from the performance of duties. The incumbent is personally responsible for competency shortages. Determines the need and time for replenishment of finds based upon amounts disbursed during previous periods and known future needs or pre-established schedules. 6%

Resolves technical problems not covered by precedents or established policies. 6%

The Agent Cashier has responsibility for many new programs implemented by the VA which require additional responsibilities and knowledge. They include maintenance and withdrawals from a depository checking account; Citicorp Convenience Checks; Third Party-Insurance Company Collections for the MCCR Program; Pharmacy, Means Test, Inpatient and Outpatient Co-Payments; and VISA/Master Card Credit payment systems. These programs force an increased variety of work demands and more complex situations for the Agent Cashier. 6%

## **Factor Levels**

### **Factor 1 Knowledge Required by the Position Factor Level 1-3 350 pts.**

Working knowledge of all banking, Treasury and accounting procedures and policies.

Knowledge of computerized systems is required to properly reconcile funds on a daily basis.

The incumbent must be thoroughly familiar with all VA and Treasury regulations, Interim Issues, guidelines, Patients Finds Regulations, and other Government or banking publications which relate to the Agent Cashier operations.

Ability to communicate clearly and concisely, verbally and in writing at all levels within the Medical Center, other VA Medical Centers, VA Central Office with a diverse group of individuals, using a high degree of tact and diplomacy.

Ability to keep abreast of changes in policies and requirements in order to be of assistance to all employees.

### **Factor 2 Supervisory Controls Factor Level 2-3 275 pts.**

Incumbent is under the administrative supervision of the Chief Accountant for the performance of assigned duties, and under technical supervision of the Disbursing Officer at the Austin, Texas Disbursing Center. Customer services and recurring duties are performed in a highly independent matter. The incumbent is expected to solve nonrecurring challenges. The Chief Accountant provides little or no technical guidance concerning cash processing and teller procedures, and only offers general direction.

### **Factor 3 Guidelines Factor Level 3-2 125 pts.**

The Agent Cashier must use a number of different guidelines contained in Fiscal manuals, VA regulations, Treasury regulations and manuals of instructions for Agent Cashier. A combination of each must be used at all times to apply the correct procedures. The Agent Cashier is under the control of both the VA and the Department of Treasury.

**Factor 4 Complexity****Factor Level 4-3 150 pts.**

The incumbent is personally responsible for an assigned Treasury advance, and assumes financial responsibility in the event of any loss. Must be able to distinguish between appropriation fund allotment, Patient Funds, General Post Funds, MCCR and Treasury general funds. All transactions, whether deposits or disbursements must be properly classified with complete accounting data in order for Accounting personnel to make input into the General Ledger accounts. The incumbent must determine what action to take on all employees' salary checks. Must have a high degree of accuracy on all related items.

**Factor 5 Scope and Effect****Factor Level 5-3 150 pts.**

The nature of the work is to ensure the control and reconciliation of all funds on deposit from Treasury. That cash flow and balances are properly maintained at a level to satisfy all needs of the Medical Center. The Accounting Section has all required information and proper accounts to create the General Ledger entries. The Cashier provides all patients with a deposit account and has money available for their needs. Determines the propriety of payments and deposits. Incumbent must be very flexible and able to determine priorities as to the individual needs of the Medical Center.

**Factor 6/7 Personal Contacts/Purpose of Contacts****Factor Level 2b 75 pts.**

Incumbent has a great number of personal contacts with patients, employees and other. Contact is also made with the VA Finance Center employees, Department of Treasury employees, etc. Contact is required on a daily basis with patients. It is important that sound judgment, tact and diplomacy is exercised and that all contacts are of a professional nature and geared to each individual.

To properly deposit any funds received and identify all disbursements to ensure the accuracy of processing of all transactions. To reconcile with Accounting on all transactions and advance of funds. To be available for all ward deliveries of cash to patients. To complete all cash transactions for the Medical Center in conjunction with the Department of Treasury.

**Factor 8 Physical Demands****Factor Level 8-1 5 pts.**

The physical requirements are of a normal business office environment.

**Factor 9 Work Environment****Factor Level 9-1 5 pts.**

Work is performed in an office setting. Incumbent is responsible to contribute to a safe and pleasant work atmosphere.

**Factor Points 1135****Position Classification Standard Used**

Job Family Standard for Clerical and Technical Accounting and Budget Work, 0500C, HRCD-4 December 1997