



Cashier

Job Code: 0580

Salary Grade: S04

FLSA Status: Non-Exempt

The following statements are designed to outline the general functions and typical responsibility levels associated with positions in this classification. They are not intended to serve as an exhaustive list of specific duties or requirements for individual positions assigned to this classification.

Duties and Responsibilities

Responsible for operating a cash register and customer service, including a wide range of tasks associated with the preparation, production and/or serving of food items or other duties related to the successful operation of a restaurant.

- Operates cash register and handles cash, counts change to customer, credit and debit cards, Sooner cards and meal plans.
- Checks out customer, applies accurate codes, departments, and prices.
- Maintains 100% accuracy of cash register, and ensures all payment transactions are carried out with precision and efficiency.
- Ensures proper procedures are taken in balancing cash drawer and in all payment transactions.
- Demonstrates excellent customer service with a positive demeanor when dealing with restaurant patrons, fielding all complaints promptly, answering questions, and making meal suggestions when asked. Provides answers to queries presented by clients regarding services and offers made available by the restaurant.
- Maintains professional behavior and composure in difficult interpersonal situations.
- Communicates with co-workers and others in calm considerate manner, always in a respectful and courteous manner.
- Provides efficient, friendly, and informative service following established customer service standards and departmental core purpose/core values.
- Ensures front-end area is always stocked, orderly, organized, and clean.
- Responsible for completing the duties that make the work area stocked, orderly, organized, and clean.
- Provides routine information about meals, various restaurants within Housing and Food Services, and other relevant facts to customers.
- Leads and/or actively participates in customer service improvement initiatives and suggests new dishes, menus, and/or methods that lead to better service.
- Responds to any complaint. May bring any issue or concern to a supervisor or HR's attention.
- Follows up on requests with a sense of urgency.
- May work a food line, in the storeroom, or assist with cooking and cleaning, or other duties as assigned.
- May stock items, perform other tasks, or those tasks assigned by the supervisor or front-end manager.
- Adheres to food safety standards at all times making sure that all food is free of contaminants and pathogens that might make customers sick.
- Performs related duties as needed to successfully fulfill the functions of the position.

Minimum Qualifications

Education:

Required: None

Experience:

Required: None

Certifications or Licenses:

- Food Handlers License within 30 days of hire.
- Must have valid driver's license and complete registration with University Driver's Policy in advance of driving any university vehicle.

Verification of education and licensure (if applicable) will be required if selected for hire.

Knowledge, Skills, and Abilities

- Performs addition, subtraction, multiplication, simple accounting, and division effectively enough to count change, when necessary, take inventory, serve portions, enter time on a times sheet, etc.
- Reads and interprets routine written materials, menus, instructions and e-mails. Ability to communicate verbally and in writing.
- Customer service
- Ability to build rapport with students, faculty and staff
- Ability to become skilled in the safe, sanitary, and effective handling of food, cooking utensils, food processing equipment, walk-in refrigeration, elevators, cash registers, food digester, dishwashers, time clock, etc.
- Working knowledge of Housing and Food Services core values at all times
- Ability to use systems to clock in/out
- Ability to handle varying workloads and meet deadlines as necessary



Working Conditions

Physical:

Must be able to bend, lift, stoop, lift above shoulders and carry 30 pounds; Perseverance, both physically and mentally, for fast-paced and demanding responsibilities required. Ability to lift objects up to 50 lbs., and push/pull up to 100 lbs. depending on job assignment. Ability to stand and/or walk for long periods of time. Climb stairs, as necessary, and depending on job assignment, occasionally to frequently. This will be determined by employee's assignment. Frequent and repetitive arm and wrist movement. Exposure to chemicals and noxious odors.

Environmental:

Regular exposure to extreme temperature changes, odors and loud noises. Adapt to a large kitchen environment with varying temperatures (-8 to 80 degrees Fahrenheit). May perform shift work. Must be willing to wear and maintain uniforms including head covering. Exposure to disagreeable conditions such as handling greasy, dirty materials, walking on slippery floors, walking or riding between buildings on campus, going in and out of walk-in refrigeration units, etc. As essential personnel you may be required to work during university closings. Nights and weekends may apply for any operations especially those operating 24/7.

Printed Date: 06/20/2026