



# Customer Service Cashier

**Classification**

Full time

**Starting Pay**

\$22.00/hour

**Reports to**

Customer Service Manager

**Date**

March 2026

**JOB DESCRIPTION**

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**General Summary/Objective**

Works full-time in the teller area located in the customer service lobby. Interacts directly with customers to address inquiries, resolve complaints, process transactions, and provide accurate account information in a professional and courteous manner.

**Essential Functions**

- Interact with customers in person, via telephone, email, or to provide support and information regarding customer accounts.
- Transfer or establish new customer account services.
- Maintains and balances cash drawers, prepares bank deposits and maintains records.
- Serves as cashier in receipt of account payments and credits customer account accordingly.
- Research records to provide correct billing and collection information to customers.
- Resolve customer complaints in a courteous and timely manner.
- Create work orders, communicate and coordinate with other departments on the completion of work orders.
- Maintains customer complaint log.

**Competency**

- Accurately process cash, checks, and electronic payments. Maintain a balanced cash drawer and adhere to internal controls and reconciliation procedures.
- Service-oriented and able to resolve customer grievances using sound judgment and conflict resolution techniques.
- Ability to read, write, hear, and speak to communicate and complete work efficiently, effectively, and courteously.
- Personal Effectiveness/Credibility.
- Must be proficient in Microsoft Excel, Microsoft Word, and Adobe.
- Willingness and ability to learn new software.
- Knowledge, understanding and use of standard office equipment.

**Supervisory Responsibility**

No supervision responsibilities.



**Work Environment**

Indoors. Office setting.

**Physical Demands**

- Prolonged periods of sitting or standing at a workstation.
- Prolonged periods of working on a computer.

**Position Type/Hours of Work**

This is a full-time position of 40 hours per week.  
Business hours are Monday-Friday, 7:30am-4:00pm.

**Required Education and Experience**

High School Diploma or GED

**Additional Eligibility Qualifications**

Bilingual skills in English and Spanish are desirable.

**Other Duties**

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

Signing below constitutes you have read and understand the requirements, essential functions, and duties of the position.

Name \_\_\_\_\_ Date \_\_\_\_\_

Please visit <https://msud.net/careers> to download, complete, and submit the job application.

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MADISON SUBURBAN UTILITY DISTRICT IS A DRUG-FREE WORKPLACE.**