

Essential Skills Summary –BANK CASHIER

The most important Essential Skills for Casino Bank Cashiers are:
Document Use, Numeracy, Oral Communication

Casino Bank Cashiers are responsible for performing monetary exchange and payouts for customers while providing exceptional customer service.

Typical Level & Most Complex	How Casino Bank Cashiers use Essential Skills
A. READING TEXT	
1-2	Bank Cashiers read schedules, read memos and postings, read detailed, plain language, procedural manuals. May read manuals on banking equipment.
3	
B. USE OF DOCUMENTS	
1-2	Bank Cashiers fill out physical count sheets for coin in their lockers; record floats, adds and decreases; record all currency paper in their end-of-day report; U.S. exchange slips; consult procedures manuals.
3	
C. WRITING	
1-2	Bank Cashiers complete detailed accounting forms. They sign in for float; complete balance sheets, keep track of adds and decreases; fill out U.S. exchange slips; write found coin reports; complete discrepancy reports.
D. NUMERACY	
1-2	Bank Cashiers make change for customers; do physical counts; balance opening and closing cash in lockers against previous shift; balances daily cash floats; record adds and decreases. They accept paper currency from record their cash value; calculate U.S. currency; uses a number of devices for counting and calculating. They track discrepancies.
E. ORAL COMMUNICATION	
1-2	Bank Cashiers respond to customers' requests for change; inform customers; respond to customers complaints; collaborate with co-workers to maximize accuracy, phones other departments. May coach new employees.
F. THINKING SKILLS	
1-2	Bank Cashiers avoid problems by rigorously following procedures. They work together to track variance; contact other departments for information.
G. WORKING WITH OTHERS	
	Bank Cashiers collaborate as a closely-knit team in a small area. They check each other's work; share information.
H. COMPUTER USE	
1	Bank Cashiers log on; enter and access data in Casino Accounting systems.
I. CONTINUOUS LEARNING	
	Bank Cashiers learn on the job and from their co-workers.
J. OTHER INFORMATION	
	Bank Cashiers sit or stand, but often twist and turn at their post. They heft bags of coin. Finger dexterity is needed to handle coin and keyboard. Many repetitive movements.