

**Head Cashier-** Head Cashiers receive payment in the form of cash, checks, wire transfers, or credit card transactions for goods or services purchased/rendered and assists customers with various questions typically related to the payment, account balance, or item(s) purchased. They oversee the workflow of the unit, balance cash drawers of cashiers in the unit, and serve in a lead worker capacity in a cash collection unit.

Competencies Needed	Do I have this competency	Training Available
<p><b>Plans and Organizes</b> - Establishes courses of action for self and others to ensure that work is completed efficiently. Develops ways to get work done; effectively organizes people and activities.</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No	<ul style="list-style-type: none"> <li>▪ Time Management (PRC101)</li> <li>▪ PRC104: Process Improvement</li> </ul>
<p><b>Prioritizing</b>- Knowing and understanding how to appropriately manage the completion of tasks.</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No	<ul style="list-style-type: none"> <li>▪ Time Management (PRC101)</li> <li>▪ PRC104: Process Improvement</li> </ul>
<p><b>Communicates Effectively</b> - Clearly conveys information and ideas to individuals and groups through a variety of communications modes, including formal presentations. Practices attentive and active listening; synthesizes information from multiple resources and incorporates it into current discussion content.</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No	<ul style="list-style-type: none"> <li>▪ Building Teams (TAL 201)</li> <li>▪ Building Teams II (TAL301)</li> <li>▪ Running Productive Meetings (PRC 100)</li> <li>▪ Understanding Work Styles (TAL 101)</li> <li>▪ PRC207: Workplace Communication</li> <li>▪ SE103: Communicating a Service Orientation</li> </ul>
<p><b>Problem Solving &amp; Decision Making</b>-The ability of an employee to understand factors and develop sound, timely and practical solutions to daily challenges, and to critically evaluate the impact of decision making on others.</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No	<ul style="list-style-type: none"> <li>▪ SE104: Service Problem Solving</li> <li>▪ SE105: Servicing an Upset Customer</li> <li>▪ Problem Behavior at Work (BPC 101)</li> <li>▪ Workplace Conflict Resolution (DIV 106)</li> <li>▪ Respectful Workplace (DIV108)</li> </ul>
<p><b>Commitment to Diversity and Equity</b> - Demonstrates a commitment to equity and diversity in one's work. As well as diverse people and groups, contributing to developing an environment that is equitable, inclusive, respectful and cooperative</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No	<ul style="list-style-type: none"> <li>▪ Cultural Competence in Communication (DIV105)</li> <li>▪ Diversity Basics (DIV10)</li> <li>▪ Diversity Etiquette (DIV109)</li> <li>▪ Respectful Workplace (DIV108)</li> <li>▪ DIV103: Sexual Harassment Awareness</li> </ul>

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