

Cashier Operator

JOB PROFILE	Department	Administration					
	Aim of the Position	Manages all operations related to onboard cash payments by Guests in accordance with Company procedures					
	Role Description	Job Title	Cashier Operator				
		Line Manager	Assistant Administrative Director				
		Incentive Bonus	Yes				
		Resources Managed	No				
		Budget Managed	No				
		Education & Professional Experience	Secondary School Previous experience in a similar position is a plus				
		Professional Certifications	None				
		Technical Skills	Knowledge of accounting and MS Office (Excel)				
Language skills		1 (A1-A2)	2 (B1)	3 (B2)	4 (C1)	5 (C2)	
	English			✓			
	Third Language*		✓				
	Fourth Language*						
	Additional language**						

Language Skills - Levels		
5	C2	Can understand with ease everything heard or read. Can express very fluently and precisely differentiating shades of meanings. Mother tongue.
4	C1	Can understand a wide range of demanding, longer texts and recognize implicit meaning. Can express fluently and spontaneously.
3	B2	Can understand the main ideas of complex texts. Can interact with a degree of fluency and spontaneity with native speakers.
2	B1	Can understand the main points of clear standard input on familiar matters regularly encountered in work, leisure, etc.
1	A1 A2	Can understand and use familiar everyday expressions and very basic phrases aimed at the satisfaction of needs of a concrete type. Can communicate in a simple and direct exchange of information.

*One of the following: Italian, French, German, Spanish, Portuguese, Chinese (Mandarin) ** For English mother tongue

COSTA LEADERSHIP MODEL		Professional	Critical
	Entrepreneurial Spirit	Thinks strategically. Has a broad and forward-thinking approach. Focuses on financial results.	
	Result Orientation	Feels accountable for results. Is proactive and ready to take decisions up to own responsibility. Plans the work and monitors that results are achieved.	
	Leading & Developing People	Leads and drives people towards targets. Empowers people as appropriate and builds commitment. Recognizes talent and develops people.	
	H.E.S.S.	Is safety driven. Understands and respects rules. Is proactive and accountable for his/her safety behaviour. Promotes sustainability.	✓
	Innovation	Is curious. Anticipates change and implements new ideas and solutions. Challenges the status quo.	
	Service & Quality	Puts Guests and internal clients at the center. Is service driven. Ensures an excellent service quality. Makes sure expectations are exceeded in line with brand positioning.	✓
	Change	Is open and adapts to change. Supports Company-driven change and exploits opportunities that changes might bring. Understands environment's evolution and reacts positively.	✓
	Cooperation	Communicates effectively; Works in team; Develops network; Adopts a transparent and respectful approach; Relates to others considering and respecting diversity.	✓
Ethics	Fully respects the Code of Business Ethics and Corporation standards; Always adopts an ethical approach in line with Company values.	✓	

JOB DESCRIPTION	Main Responsibilities	Description	Relevan. **	PM From
		Is responsible for collecting cash deposits and payments for shipboard accounts settled in cash and deliver it to the Administrative Department to activate Guests accounts	3	✓
		Prints Costa Cards and related materials and organizes them to make sure that all the material is ready to be delivered by the assigned department	3	✓
		Collects and sorts purchase Guest checks to assure that these are ready to be verified	3	✓
		Collects and verifies all payments to assure that no Guest is leaving without paying on disembarkation day	2	✓
		Manages and addresses all the problems related to payments and cash collection and, when needed, is in charge for operation regarding closure of Guest account/main courante/printing of bills to give the appropriate assistance to Guests	2	✓
		Takes active part in a work environment that support a successful safety culture. Is a dynamic contributor in following safety policy and procedures	3	

** Relevance: 1 Marginal; 2 Secondary; 3 Primary