

Cash Room Supervisor **UF4132**

Job Overview:

The Cash Room Supervisor oversees all cash control and revenue-handling operations for the unit, ensuring accurate processing, reconciliation, and safeguarding of funds across all lines of business. This role is responsible for unit-wide cash operations, including concessions, premium services, banquets, beverage operations, vendors/hawkers, and any other revenue-generating activities, including cashless and autonomous retail models.

The Cash Room Supervisor serves as the primary point of accountability for cash-handling compliance, internal controls, and revenue integrity at the unit level. This position works closely with unit leadership, operations, accounting, and finance teams to ensure timely, accurate, and secure handling of all financial transactions. Responsibilities may vary based on unit size, volume, and technology used.

General Responsibilities:

- Oversee all cash and revenue-handling operations for the unit across multiple departments and service models.
- Ensure compliance with Sodexo cash-handling policies, procedures, and internal controls.
- Supervise cash room operations, including cash room cashiers, and daily workflows.
- Ensure accurate collection, counting, reconciliation, and documentation of cash, credit, and cashless transactions.
- Oversee reconciliation of point-of-sale systems, vendor/hawker sales, premium service revenue, banquet transactions, and autonomous retail reports.
- Investigate, document, and report cash variances or discrepancies in accordance with policy.
- Safeguard cash, deposits, safes, keys, and sensitive financial information.
- Coordinate preparation of deposits and required financial reporting within established timelines.
- Maintain secure access controls for cash rooms, safes, and financial systems.
- Partner with operations leadership to resolve cash-related issues and improve compliance and accuracy.
- Support training and onboarding of staff with cash-handling responsibilities across the unit.
- Serve as a resource for managers and supervisors regarding cash procedures and best practices.
- Ensure cash-handling equipment and systems are functioning properly and

- escalate issues as needed.
- Attend required training, compliance meetings, and audits as assigned.
- Ensure all incidents, security concerns, or financial irregularities are documented and escalated appropriately.
- Perform additional duties as assigned.

Job Qualifications

Experience/Knowledge:

- High School diploma, GED, or equivalent experience required.
- Minimum of 2–4 years of experience in cash handling, revenue control, accounting support, or financial operations.
- Experience working in high-volume, multi-department operations strongly preferred.
- Familiarity with Point of Sale (POS) systems, cashless payment platforms, and autonomous retail reporting preferred.

Skills/Aptitude:

- Strong attention to detail and accuracy.
- Ability to oversee and enforce compliance across multiple departments.
- Strong organizational, analytical, and problem-solving skills.
- Ability to handle confidential and sensitive financial information responsibly.
- Effective communication skills with unit leadership, managers, and accounting teams.
- Ability to investigate discrepancies and document findings clearly.
- Strong understanding of internal controls and audit readiness.

License/Qualifications

Certifications

- None.

General Qualifications:

- Willingness to learn and adapt to evolving payment technologies and processes.
- Maturity of judgment and professional demeanor.
- Maintains high standards for accuracy, security, and accountability.
- Reliable attendance and punctuality in accordance with Sodexo policies and unit needs.
- Ability to work a flexible schedule, including nights, weekends, holidays, and extended event hours.
- Must comply with all security, access, and dress code requirements.

Physical Requirements:

- Ability to walk or stand for extended periods of time, throughout the entire duration of a shift, which may often exceed 8 hours.
- Ability to perform repetitive hand and finger movements for counting and data entry.
- Ability to lift and move cash drawers, safes, or coin bags up to 35 pounds.
- Close vision and ability to focus on detailed financial documents and screens.

Working Conditions (may add additional conditions specific to defined work location):

- Works primarily in secured office or cash room environments.
- Requires adherence to strict security and access protocols.

Unit Description: Identify unit-specific job tasks and qualifications in relation to this job. List any language(s), software or registrations required to perform this job. Please describe the typical writing, speaking and presentation skills required for this job and identify the audience.

Employee signature below constitutes employee's understanding of the responsibilities, qualifications, requirements and working conditions of the position.

Employee _____ Date _____
Manager _____ Date _____