TERMS OF REFERENCE (ToR)/JOB DESCRIPTION

Position Title: Cashier & POS Controller
Location: Jungle Park Resort, Mount Kigali
Reports To: General Manager
Direct Reports: Coordinates with Waitstaff, The Bar, and Kitchen

1. POSITION OVERVIEW

Jungle Park Resort is providing food and beverage services part of its operations. With a combined 3,000 sqm of in-door and outdoor dining space that includes both in-door, outdoor, and an open-air wine and pool bar, Jungle Park position itself as a destination of choice for Staff retreats, Family gatherings, celebrations, and other Group events especially at the end of the year.

We are looking for a passionate hotel desk cashier with restaurant or high-volume bar experience. You will be the financial pillar of the operations, responsible for operating our Micro-Invest Point of Sale (POS) system, by instantly clearing tickets, consolidating the daily sales records, and closing the day with report of the stock.

2. CORE ROLES & RESPONSIBILITIES

A. High-Volume Transaction Management

- Execute rapid, perfect payment processing across multiple venues simultaneously
- Handle diverse payment modalities seamlessly, including cash, credit/debit cards, Mobile Money (MoMo), and corporate accounts, ensuring absolute accuracy with every transaction.
- Issue compliant EBM (Electronic Billing Machine) receipts for every single transaction, strictly adhering to Rwandan tax regulations.
- Quickly process complex billing requests, such as splitting tables, applying authorized discounts, or managing cancellations.

B. Micro-Invest POS System Mastery & Consolidation

- Act as the floor expert for the Micro-Invest POS system.

- Monitor open tables and tickets in real-time, ensuring that the waitstaff are correctly punching in orders and not leaving unclosed tickets at the end of their shifts.
- Consolidate and audit Micro-Invest records at the end of every shift, ensuring that the digital sales match the physical cash and other terminal receipts perfectly.

C. Waitstaff Coordination & Auditing

- Conduct strict end-of-shift reconciliations for all the waitstaff. Collect their cash pouches, verify their individual System sales reports, and sign off on their daily drops.
- Investigate and immediately report any discrepancies, voids, or canceled tickets to Management.
- Act as a supportive but firm gatekeeper for the waitstaff, ensuring they follow strict financial protocols before leaving the floor.

D. Cash Management & Security

- Maintain a secure, organized cash drawer with adequate change at all times.
- Perform secure mid-shift cash drops during exceptionally busy weekend services to minimize risk at the front desk.
- Prepare comprehensive, zero-error end-of-day financial reports and stock reconciliation, integrating the System data with the physical takings.

E. Be Part of the Management Team

- Become the first Point-of-Contact for incoming corporate guests and for the inquiries by the staff.
- Act as a controller for different purchases ensuring that the Micro-Invest figures match the physical stocks at all the time
- Attend management meetings and be ready to step-in as Admin assistant when required

3. WORKING HOURS

- **Standard Schedule:** Full-time, 6 days on, 1 day off.
- **Shifts:** Must be available for a highly demanding schedule. **Weekend, evening, and public holiday availability is strictly mandatory**, as these will be our peak operational times.
- **Starting date:** The position requires immediate availability

4. EDUCATION & QUALIFICATIONS

- A Diploma or bachelor's degree in accounting, Finance, Business Administration, Hospitality Management, or Other related fields
- Proven certification or verifiable training in advanced POS systems (Micro-Invest experience is a massive advantage).

5. WORK EXPERIENCE (Crucial Requirement)

- **Minimum 1-3 years** of experience as a Head Cashier or POS Controller in a busy, high-volume restaurant, Hotel, or multi-outlet entertainment venue.
- Demonstrated experience of successfully consolidating sales for large teams of waitstaff.
- Good track record of trustworthiness and zero-tolerance for financial discrepancies.

6. SKILLS & ATTRIBUTES

- **High Stress Tolerance:** Ability to remain calm, fast, and polite when surrounded by a crowd of guests and waitstaff all needing to close tickets at the same time.
- **Mathematical Precision:** Exceptional mental math skills and an eagle eye for spotting billing errors instantly.
- **Tech-Savvy:** Highly comfortable navigating the software (Micro-Invest), card terminals, and EBM hardware.
- Fluent in Kinyarwanda and English to communicate billing details clearly to international guests.

7. HOW TO APPLY Interested candidates who meet the experience requirements are invited to submit their application package, which must include:

- A detailed CV/Resume specifically highlighting your experience in busy restaurants/bars and the POS systems you have mastered.
- A Cover Letter detailing your experience managing end-of-shift reconciliations for large teams of waitstaff.
- Contact details for at least two (2) professional references (former Restaurant Managers or Finance Directors).

Applications are sent to: recruitment@junglepark.rw with a copy to jungleparkrw@gmail.com with subject line “Cashier - Jungle Park Resort” before November 11, 2026 *(Note: Applications will be reviewed on a rolling basis. Early applications are highly encouraged).*