

ASSISTANT COLLECTOR

Position Purpose:

The purpose of this position is to perform skilled accounting, administrative, and clerical work in assisting the Collector in the collection of all monies due the town; and all other related work as required. The Assistant Collector is responsible for maintaining and improving upon the efficiency and effectiveness of all areas under his/her direction and control.

Supervision:

Supervision Scope: Performs a variety of responsible duties of an administrative and clerical nature requiring the exercise of judgment to interpret guidelines and carry out assignments independently; work at this level requires a working knowledge of departmental operations, local and state laws.

Supervision Received: Works under the general direction of the Collector and in accordance with applicable Massachusetts General Laws, town policies, town bylaws, and relevant state, federal, and local regulations and standards. Generally establishes own work plan and completes work in accordance with established departmental policies and standards; only unusual cases are referred to supervisor. The Assistant Collector functions as the Collector in his/her absence. The position is subject to review and evaluation according to the town's personnel plan.

Supervision Given: None.

Job Environment:

Work is performed under typical office conditions; noise level is moderate.

Operates computer, calculator, telephone, copier, facsimile machine, and other standard office equipment.

Makes frequent contact with other town departments/boards/commissions, attorneys, mortgage companies, banks, collection agencies, and the general public; communicates in person, by telephone and via standard reports. Contacts generally consist of an information exchange dialogue.

Has access to department-related confidential information including personal information about citizens; the application of appropriate judgment, discretion and professional office protocols is required.

Errors could result in confusion and delay, loss of department services, and have financial repercussions.

Essential Functions:

(The essential functions or duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.)

Answers questions from taxpayers, banks, and attorneys; explains tax collection procedures and regulations. Researches questions and complaints and works to resolve them. Assists taxpayers in understanding tax bills and related documents. Explains department procedures.

Receives payment for real estate, personal property, excise taxes, as well as water and sewer user fees. Prepares daily deposit. Posts receipts into database; prepares cash reports. Transmits funds to Treasurer. Must be able to cash out all payments on a daily basis and prove deposits with detail and accuracy.

Prepares weekly turnover report of collection to the Treasurer. Verifies cash reports to daily collection; calculates changes to commitment sheets; submits reports to Treasurer, Accountant and Superintendent of DPW.

Prepares municipal lien certificates; compiles information and runs reports.

Posts abatements and exemptions. Issues refunds. Prepares reports.

Maintains address corrections and researches undeliverable bills. Forwards corrections to other town departments.

Processes bad checks for re-collection.

Prepares bills for mailing.

Reconciles monthly bank statements.

Completes forms for tax title preparation.

Collects warrants and demands. Notifies collection agency of transaction.

Regular attendance and punctuality at the workplace is required.

Performs similar or related work as required, directed or as situation dictates.

Recommended Minimum Qualifications:

Education, Training and Experience:

Associate's degree in accounting, finance, business administration or related field; three years of experience in accounting or financial management; or any equivalent combination of education and experience.

Special Requirements:

Ability to be bonded.

Knowledge, Ability and Skill:

Knowledge: General knowledge of the principles and practices of financial management and specific knowledge of the legal controls, methods and procedures of municipal finance. Working knowledge of computer applications for financial management. Basic knowledge of the organization, operations, and procedures of municipal government helpful. Complete working knowledge of office administration, financial record keeping and automated office systems.

Ability: Ability to establish and maintain effective working relationships with all contacts. Ability to prepare accurate financial reports and records. Ability to communicate effectively in written and verbal form.

Skill: Skill in operating computers and utilizing appropriate software applications. Skill in working with numbers and details. Excellent customer service skills.

Physical Requirements:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. May spend a large portion of shift standing at the counter. Lifts/moves objects weighing up to 10 pounds. Files and types on a keyboard at a moderate speed. Communicates verbally and in writing. Manually operates all equipment.

(This job description does not constitute an employment agreement between the employer and employee. It is used as a guide for personnel actions and is subject to change by the employer as the needs of the employer and requirements of the job change.)