

## COLLECTOR

### **Position Purpose:**

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

### **Supervision:**

*Supervision Scope:* Exercises independent judgment and initiative in the planning, administration and execution of the department's services, in the interpretation and application of laws, regulations and procedures, and in the direction of personnel. Performs duties in accordance with state statutes and local bylaws.

*Supervision Received:* Works under the policy direction of the Board of Selectmen in accordance with applicable Massachusetts General Laws, town policies, town bylaws, and relevant state, federal, and local regulations and standards. Works independently from municipal policies and objectives; questions generally referred to Town Administrator only when clarification of operating policies and procedures is needed; assumes direct accountability for departmental results. The position is subject to review and evaluation according to the town's personnel policy.

*Supervision Given:* Has direct supervisory responsibility for any departmental clerical staff. Provides daily direction, prepares employee performance evaluations, and counsels and disciplines staff consistent with town policies.

### **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 and the general public; communicates in person, by telephone and via standard reports. Contacts require considerable persuasiveness and resourcefulness to influence the behavior of others.

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

Errors could result in significant confusion and delay, loss of department services, and have significant town-wide financial repercussions; errors could cause exposure for the town to certain legal liabilities.

**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.)*

Plans, directs, and supervises the work of the Collector’s Office.

Oversees the billing and collection of real estate, personal property, and excise taxes; liens; and other federal/state/municipal fees and charges. Maintains records of commitments and collections. Transmits funds to Treasurer. Reconciles outstanding tax balances with Town Accountant.

Enforces the law in regard to delinquent tax accounts; prepares required forms and documents for tax taking; computes interest and posts abatements; handles preparation of municipal liens for banks and attorneys.

Assists in the preparation of annual reports, capital improvement program and annual budget.

Advises the Town Administrator on budget-related matters

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:

Bachelor's degree in accounting, finance, business administration, business management or related field; five years of experience in accounting, banking, and/or general finance including two years of supervisory experience; or any equivalent combination of education and experience.

Special Requirements:

Ability to be bonded.

Certification as a Collector and Treasurer by the Massachusetts Collector/Treasurer Association desired.

Knowledge, Ability and Skill:

*Knowledge:* Complete working knowledge of the principles and practices of financial management and specific knowledge of the legal controls, methods and procedures of municipal finance. Thorough knowledge of computer applications for accounting and financial management. Comprehensive knowledge of GAAP and the UMAS. Knowledge of the investment market.

*Ability:* Ability to establish and maintain effective and harmonious working relationships with town officials and departments, members of the banking community, state agencies and the general public. Ability to communicate effectively in written and oral form. Ability to establish and maintain complex financial record keeping systems. Ability to prioritize multiple tasks and

deal effectively with interruptions, often under considerable time pressure. Ability to prepare and administer budgets and to prepare financial reports.

*Skill:* Skill in operating computers and utilizing appropriate software applications. Aptitude for numbers and details. Excellent organizational skills. Skill in all of the above listed tools and equipment.

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 office equipment and machines.

*(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.)*