

JOB TITLE: Assistant Treasurer/Collector
DEPARTMENT: Finance

GRADE: P - 9
DATE: May 2015

The following description is a general summary of responsibilities with some specific duties. It is not a total delineation of all duties nor does it limit the responsibilities to those stipulated. Position functions as a part of overall municipal team to ensure effective and efficient municipal operations.

DEFINITION:

The Assistant Treasurer/Collector is appointed by the Finance Director and is sworn to the faithful performance of duty. The position has professional, administrative, and supervisory responsibilities to assist the Finance Director to fulfill the responsibilities and related work in the treasury and collection functions of the department.

SUPERVISION

Works under the general direction of the Finance Director, the employee plans and carries out the regular work in accordance with standard practices and previous training, with substantial responsibility for determining the sequence and timing of action and substantial independence in planning and organizing the work activities, including determining the work methods. The employee is expected to solve through experienced judgment most problems of detail or unusual situations by adapting methods or interpreting instructions to resolve the particular problem. Instructions for new assignments or special projects usually consist of statements of desired objectives, deadlines and priorities. Technical and policy problems or changes in procedures are discussed with supervisor, but ordinarily the employee plans the work, lays it out and carries it through to completion independently. Work is generally reviewed only for technical adequacy, appropriateness of actions or decisions, and conformance with policy or other requirements; the methods used in arriving at the end result are not usually reviewed in detail.

Employee, as a regular and continuing part of the job, is accountable for the quality and quantity of work done by subordinates and assures the accomplishment of the assigned work in the prescribed manner. Supervisory functions typically consist of most of the following: plans, schedules and coordinates work operations to meet schedules, deadlines and priorities; revises work schedules to meet changes in workload or availability of manpower; recommends and justifies to higher levels of management changes in the organization of work, work methods or assignment of functions to positions that may affect staffing patterns, costs, work standards, etc.; assigns work based on varying capabilities of employees; assures that completed work meets the required standard of quality, timeliness and cost, taking corrective actions as necessary, including rejecting the work; recommends promotions, reassignments, pay increases or other personnel actions; oversees attendance and leave, typically including approval of ordinary sick and vacation schedules; advises employees of performance requirements and prepares formal evaluations of performance; gives advice and instruction on both administrative and work matters; informs subordinates of organizational policies, goals and procedures; resolves employee complaints and effects disciplinary actions, such as oral warnings and reprimands; has substantial responsibility for technical soundness of subordinates' work.

DISTINGUISHING CHARACTERISTICS:

1. Responsible for the day-to-day treasurer and collector office operations and in the absence of the Finance Director, serves as Town Treasurer and Tax Collector assuming all duties, powers and liabilities of the positions.
2. Performs highly responsible functions of a complex nature which require considerable use of independent judgment and initiative in 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; questions of policy or legal interpretation are discussed with the Finance Director.
3. Performs and oversees the financial control of the department's receipt, disbursement and investment accounts. Included is the reconciliation of bank accounts and maintenance of the department's extensive cashbook; handles and records all town receipts.

4. Extensive contact with the general public, taxpayers, municipal and school officials, boards and committees, and employees in the department, other governmental agencies such as, DOR, IRS, State Treasurer, and various vendors. Performs varied responsible duties that require judgment and discretion with the public and in interpreting and applying laws and regulations concerning municipal finance and tax collection. The extensive public contact requires an ability to deal effectively and tactfully with the general public.
5. Has access to confidential and sensitive information, such as personnel records, legal documents and proceedings, bid documents, and financial information about taxpayers and businesses.
6. Participates and assists with performance evaluations of department employees and in the development of training programs for the staff.
7. Supervises the collection of all taxes (real estate, personal property, motor vehicle, betterment's and special assessments), various local receipts including but not limited to, sewer and water billings, police details, penalty interest and fees and other departmental receipts. Responsible for the maintenance of collection records and department turnovers; performing and overseeing work in controlling accounts and ensuring that all payments received by the department, lock box, and/or outside services are properly maintained and reconciled.
8. Administrative and financial error could result in significant monetary loss to the town, delay or loss of service and legal repercussions.

ESSENTIAL FUNCTIONS

The essential functions or duties listed below are intended as illustrations of the various types or 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

EXAMPLES OF WORK: Including but not limited to

1. Oversees the day-to-day operation of the treasurer and collector office; supervises staff and assists them with the performance of their duties, and ensures that deadlines are adhered to.
2. Supervises and maintains accounting records including daily receipts, account receivable journals, treasurer's cash books, collector's cash books, billings for various departments; monitors payroll warrants, town and school warrants, and transfer funds to ensure monies are available for payment
3. Supervises billing; tax, excise and utility to ensure statutory deadlines are met and control work flow; generates commitment books and lien processing for property taxes; schedules land processes motor vehicle excise commitment and billing; tracks excise and ensures timely movement through collection process.
4. Supervises payroll activities and ensures required reports are completed and filed to prevent penalties or economic loss
5. Responds appropriately to matters not requiring the personal attention of the Finance Director, confers with the Finance Director in difficult cases or in cases requiring interpretation of laws.
6. Assists staff in responding to customer questions and complaints regarding billing and payment issues; assist in resolving more complex and difficult customer service issues and problems. Composes and reviews routine correspondence; answers questions, in person and by telephone from the general public, taxpayers, banks, mortgage companies, and attorneys; explains tax collection procedures and regulations; researches questions and investigates complaints and resolves them within a reasonable period of time; assists taxpayers in understanding tax bills and related documents; explains and enforces departmental procedures.
7. Processes vouchers for refunds, investments, and expenses.
8. Assists with the completion of internal audits and those completed by outside auditors; schedules all preparatory work in connection with the annual audit of the town's books and records in order to ensure prompt and efficient collection of data for the auditors.
9. Uses a computer on a daily basis to complete all work and review performance of staff and collections.

10. Manages the town's cash by making determinations that all previous day transactions are properly completed; responsible for the deposit of funds in banking institutions and arranging armored car service; ensures that all required reports and certificates are completed and filed in a timely fashion.
11. Supervises and performs accounting duties related to the collection of all municipal taxes and charges, sewer and water billings, and other receipts that are collected by the department; receives payments; calculates interest; posts receipts; verifies posted totals with total receipts; balances computer reports with collector ledgers, sets up outstanding balances for an audit trail
12. Prepares/verifies department schedules and reports of monies collected, abatements and refunds given; reviews all municipal lien certificates, betterment discharges and releases, and other tax collection forms and schedules prepared by staff for accuracy and completeness.
13. Prepares tax bills and notices for mailing.
14. Monitors and prepares delinquent real estate tax accounts for tax taking; may involve trips to the Norfolk County Registry of Deeds and Land Court to conduct research necessary to prepare accurate tax taking; works with the Assessors in researching issues concerning tax title accounts; prepares instruments of taking and instrument of redemptions, sets up new tax title accounts
15. Maintains a record of returned checks; seeks restitution from the maker; adjusts records and commitments accordingly; notifies the appropriate department(s) of any adjustments made
16. Prepares and reviews requests for proposals for department activities such as banking services, collection services, and courier services; works with vendors and processes purchasing requests
17. Assists in the preparation of the department budget and makes recommendations
18. Meets daily with Finance Director to advise on office matters, account status, personnel and other department issues
19. Performs related duties as may be required or situation dictates

DESIRABLE QUALIFICATIONS:

Training and Experience: Bachelor degree in business or public administration, banking/finance, accounting or related field; three to five years of experience in accounting, banking or business, collections, office management or other related work; experience in a municipal setting and/or dealing with the public is preferred; any equivalent combination of education and experience.

Knowledge, Skills and Abilities: A thorough knowledge of municipal accounting, banking principles, tax collection practices and procedures with a general understanding of state laws pertaining to municipal finance and tax collection and a working knowledge of the organization and operation of town government. Requires strong mathematical skills and the ability to express oneself clearly, orally and in writing. Individual must have a high proficiency in the use of spreadsheet and word processing software applications. The ability to assign and review work of non-professional employees; ability to train and supervise subordinates effectively. Must be able to maintain personal and confidential information.

SPECIAL QUALIFICATIONS:

Must be bondable.

TOOLS AND EQUIPMENT USED:

Multi-key calculator, bursting machine, copy machine, fax machine, personal computer, including database, enterprise, spreadsheet and word processing software, postage machine, telephone, and typewriter.

PHYSICAL DEMANDS:

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.

While performing the duties of this job, the employee is frequently required to stand, sit, talk and/or hear, use hands to finger, handle, feel or operate objects, tools, or controls; and reach with hands and arms. The employee is regularly required to walk and stand.

The employee must occasionally lift and/or move up to 75 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is moderate. Work is generally performed during normal business hours, but additional hours are often required to meet deadlines; the workload is subject to cyclic fluctuations.

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| New | September 2001 |
| Revised: | November 2003 |
| Reviewed: | December 2011 |
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