

JOB TITLE: Staff Assistant
DEPARTMENT: Treasurer / Collector's Office
REPORTS TO: Treasurer / Collector
Asst. Treasurer / Collector

DATE: August 2023
GRADE: C-2

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.

SUMMARY DEFINITION

The Staff Assistant provides administrative and office support to the Treasurer/Collectors Office

SUPERVISION RECEIVED

Works under the general direction of the Treasurer/Collector and/or Assistant Treasurer/Collector. Once job requirements are mastered, nearly all work is performed with minimal instruction or monitoring. The employee is required to work independently. Work is not usually verified. Guidance is usually readily available

SUPERVISION GIVEN

None

DISTINGUISHING CHARACTERISTICS ACCOUNTABILITY/INFLUENCE

Responsible to independently produce accurate work, coordinate work products with others, meet deadlines, and assist others in job completion. Errors of omission or commission may result in substantial cost due to inaccuracies in reports, records, delays in processing important information, waste of materials, and/or damage to buildings and equipment. Problems/issues usually require the expenditure of others time to resolve. The position's influence usually has impact over other departments.

INTERACTIONS WITH OTHERS/CUSTOMER SERVICE

Contacts are with a wide-ranging audience. Requires providing explanation, discussion and interpretation of what is required in order to provide service, plan, coordinate, or resolve operating problems. Contacts are with the general public, service recipients, employees and others of outside organizations such as vendors, banks and attorneys. More than ordinary courtesy, tact and diplomacy may be required to resolve complaints or deal with customers

ESSENTIAL FUNCTIONS

The essential functions or duties listed below are intended 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

EXAMPLES OF WORK: Included but not limited to:

1. Daily Interactions with others/Customer Service
2. Prepares and verifies deposits for all monetary transactions received from town departments.
3. Process the weekly Vendor warrant thru creation of bank transmittal file to check stuffing and mailing
4. Receives, prepares, reconciles and posts a variety of revenue/deposits including but not limited to Treasurer, Collector, School, Student Activity, Ambulance, Deputy Collector.
5. Receives reconciles and posts payments for real estate, utilities, excise, parking tickets, fire and police details
6. Researches billing inquiries such as payments to wrong accounts, partial payments, and overpayments. . Prepares notification letters to taxpayers regarding what action was taken and corresponds with taxpayers, banks and mortgage companies and tax services.

7. Prepares municipal lien requests. Checks completed municipal liens for accuracy.
8. Maintains department files; organizes commitment books.
9. Works with collection vendors to ensure proper accounting and processing of payments. (e.g. lock box, deputy collector, parking ticket processor). Download and process online payments from the payment processing vendors.
10. Provides back-up coverage for payroll

Other Responsibilities

- Serves as resource to all internal departments on money handling and recording procedures
- Schedules appointments with hearing officer for parking ticket violation appeals.
- Orders office supplies.
- Maintains office equipment. Contacts service companies to provide maintenance, as needed.
- Assists other staff in the performance of department's functions, as needed.
- Prepare cemetery deeds on database for permanent record.
- Process Alarm Bills; maintain spreadsheet and turnover
- Balance compost payments.
- And Other duties as assigned

QUALIFICATIONS:

MINIMUM EDUCATION, TRAINING AND EXPERIENCE

High School graduate plus two years of technical school or junior college with training in typing, business English and business Math, and three years experience in office procedures; or any equivalent combination of education and experience. Familiarity with computer applications, including word-processing and spreadsheets.

KNOWLEDGE

Requires attention to detail and highly accurate data entry and record-keeping skills. Requires working knowledge of computers, specifically word-processing and spreadsheets.

Work involves use of complex procedures requiring specialized prior knowledge of the functional area. Requires intermediate knowledge of departmental computer applications and word-processing. Requires bookkeeping, posting, record-keeping and computational skills. Uses mathematical functions in spreadsheets. Prepares correspondence, memoranda, letters and reports requiring formatting, and editing skills. May also compose non-standard correspondence and reports. Requires operational ability with office equipment such as, adding machines, calculators, facsimile machine, telephone, copier, postage machine.

Tools and Equipment Used

Computer, calculator, copier, facsimile, bursting machine, typewriter, answering machine, postage machine and telephone.

Physical Demands

The physical demands here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations to ensure that individuals with disabilities can perform essential functions are considered. While performing the duties of this job, the employee is frequently required to sit, talk or hear, use hands to finger, handle, or feel objects, tools or controls. The employee is occasionally required to stand, walk, stoop, kneel or crouch. The employee must be able to lift and/or move up to 10 pounds and occasionally to 30 pounds. Requires close vision. Occasionally requires distance vision and peripheral vision.

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 to ensure that individuals with disabilities can perform essential functions are considered. Work is performed primarily in an office with normal office noise and traffic.

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| New | 1976 |
| Revised: | 1/96 |
| Revised: | 8/98 |
| Revised | 12/99 eff 7/00 (Classification Study previously Admin. Clerk) |
| Revised: | 8/2023 |