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ISSUE DATE: (Date)

## **TOWN OF WESTON ASSISTANT TAX COLLECTOR**

### **Position Purpose:**

The purposes of this position are to participate in collecting current and delinquent tax revenues consistent with policies and procedures, applicable laws and statutory responsibilities of tax collection. The work involves the billing and collection of Personal and Property tax revenues; depositing such revenues and maintaining records pertinent to the collection function; calculating any interest or penalties, recording, and reconciling of all receipts and answering customer inquiries. The Assistant Tax 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 wide variety of routine, technical and administrative responsibilities requiring knowledge of automated and manual collection of taxes. Performs responsibilities requiring independent judgment and initiative.

*Supervision Received:* Works under the direction of the Tax Collector for the citizens of the Town; follows established state regulations were appropriate and instructions as provided.

*Supervision Given:* None.

### **Job Environment:**

Administrative and technical work is performed in a moderately noisy office with regular interruptions during the day from the general public at the counter, and sometimes to deal with citizens' issues and problems.

Requires the operation of telephones, computers, copiers, facsimile machines, a cash register and other standard office equipment.

Makes constant and periodic contact with other municipal departments, state officials, attorneys, paralegals, title searchers, real estate agents, bank/mortgage representatives, computer vendor and the general public; communication is frequently in person, by telephone, fax, email and through letters.

Errors in judgment or omissions could result in delay of services or rework, monetary loss, and legal ramifications.

**Essential Job 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.)*

- Participate in the billing and collection of real, motor vehicles and personal property taxes by handling collections at office counter and through the mail.
- Receive, record and deposit money from tax payments. Process, maintain and reconcile records of taxes received with bank deposits and computer records.
- Prepare tax bills for mailing based on Town Grand List provided by Assessor, which includes updating addresses, processing certificates of correction, linking bills into statement format through use of computer system. Participate in mailing of town-wide tax bills, which includes stuffing and metering envelopes.
- Receive and verify payments and bills agree, post payments into computer; follow-up with taxpayers, mortgage companies and banks on unpaid balances or payment discrepancies such as refunds or overpayments; prepare requests for refunds for approval by Board of Selectman and processing through the Finance Director.
- Explain tax collection policy, procedures and law; investigate and resolve complaints under direction of Tax Collector.
- Coordinate with Assessor's office in the recording of new or amended property information; coordinate with Motor Vehicle Department about changes of vehicle ownership and delinquent motor vehicle taxes.
- Implement Town Elderly Tax Programs and EMS/Fire Department Abatement Programs by distributing forms, assisting citizens with completing forms, reviewing forms for approval, determining the tax break based on the ordinance's formula and placing abatement information on tax records.
- Submit oral and written special and routine reports to State, Federal and Town officials as required.
- Compliance with OSHA.
- Manages office for Tax Collector in his/her absence.

**Other Functions:**

- Performs similar or related work as required, directed or as situation dictates.
- Continue training and development
- Assists other departments, offices or staff as needed to promote a team effort to serve the public

**Minimum Required Qualifications:**

**Education, Training and Experience:**

The qualifications required would generally be acquired with a High School degree or G.E.D. and 3 years of business, accounting or municipal experience, customer service and computer experience desired; or any equivalent combination of education, work experience and training.

**Special Requirements:**

Connecticut Municipal Tax Collector Certification or ability to attain it within a reasonable period of time (3 to 4 years) required. Must be bondable.

**Knowledge, Ability and Skill:**

*Knowledge:* Have or obtain thorough knowledge of the principles and practices of municipal tax collection; have or obtain thorough knowledge of tax laws, rules and regulations; have or obtain thorough knowledge of data processing techniques and applications in municipal tax collection and accounting; solid knowledge of accounting principles and practices.

*Ability:* Ability to interpret laws and ordinances governing tax collection procedures; ability to utilize data processing applications as they related to the functions of the Collector’s Office; ability to perform department operations to meet established statutory deadlines to implement a municipal collection program; ability to deal effectively with the people, handle customer service, dispute resolution and difficult taxpayers, ability to prepare reports, ability to handle details and arithmetic calculations; ability to work independently.

*Skill:* Excellent verbal and written communication skills; aptitude for working with paperwork and details; skill in using the above mentioned office equipment and computer systems; skills associated with the dealing with people and maintaining effective working relationships with various groups and basic skills in accounting and bookkeeping.

**Physical and Mental Requirements:**

Work Environment

	None	Under 1/3	1/3 to 2/3	Over 2/3
Outdoor Weather Conditions	X			
Work in high, precarious places	X			
Work with toxic or caustic chemical	X			
Work with fumes or airborne particles	X			
Non weather related –extreme heat/cold	X			
Work near moving mechanical parts	X			
Risk of electrical shock	X			
Vibration	X			
Other-				

Physical Activity

	None	Under 1/3	1/3 to 2/3	Over 2/3

Standing			X	
Walking			X	
Sitting			X	
Talking & Hearing				X
Using hands/fingers to handle/feel				X
Climbing or balancing	X			
Stooping, kneeling, crouching, crawling			X	
Reaching with hands and arms		X		
Tasting or smelling	X			
Bending, pulling, pushing			X	
Other-Moving from sitting to standing at counter				X
Other-Describe _____				

#### Lifting Requirements

	None	Under 1/3	1/3 to 2/3	Over 2/3
Up to 10 pounds		X		
Up to 25 pounds	X			
Up to 50 pounds	X			
Up to 75 pounds	X			
Up to 100 pounds	X			
Over 100 pounds	X			

#### Noise Levels

	None	Under 1/3	1/3 to 2/3	Over 2/3
Very Quiet (forest, isolation booth)	X			
Quiet (library, private office)		X		
Moderate noise (computer, light traffic)				X
Loud Noise (heavy equipment/traffic)	X			
Very Loud (jack hammer work)	X			

#### Vision requirements

- Close vision (i.e. clear vision at 20 inches or less)
- Distance vision (i.e. clear vision at 20 feet or more)
- Color vision (i.e. ability to identify and distinguish colors)
- Peripheral vision (i.e. ability to observe an area that can be seen up and down or left and right while the eyes are fixed on a given point)
- Depth perception (i.e. three dimensional vision, ability to judge distances and spatial relationships)
- No special vision requirements

*(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.)*