

**Position Purpose:**

Performs responsible skilled accounting, administrative and clerical work in assisting the Treasurer/Collector in the management of collections and the day-to-day operations of the office. Performs all other related work as required.

**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.)*

- Opens and sets up office daily. Closes out at the end of the day reconciling payments. Prepares bank deposit.
- Works with businesses and residents to resolve concerns and complaints. Performs regular customer service work at the counter.
- Ensures that all bills are printed and mailed on time according to M.G.L. Provides the issuance and collection of all real estate, personal property, boat and motor vehicle excise taxes, electric bills, and water fees.
- Answers all phone inquiries from taxpayers, banks, attorneys, etc., throughout the day.
- Processes all payments received via mail, online, walk-ins, which requires attention to detail.
- Mails out original bills, demands and warrants, keeping track of timing.
- Responsible for handling returned bills
- Orders supplies and forms.
- Coordinates postage/bulk mailings.
- Performs similar or related work as required, directed or as situation dictates.

**Recommended Minimum Qualifications:****Education, Training and Experience:**

High School Diploma, Associate's Degree in business or related field preferred; three years of business experience; municipal experience preferred; or an equivalent combination of education and experience.

**Knowledge, Ability and Skill:**

*Knowledge:* General knowledge of principles and practices of financial management and specific knowledge of legal controls, methods, and procedures of municipal finance. Working knowledge of computer applications to include collections software. Knowledge of standard operations and procedures. Knowledge of Massachusetts General Laws, Chapter 60.

*Ability:* Ability to work independently and meet deadlines; ability to interact effectively and cooperatively with individual employees and town departments. Ability to work accurately with numbers, with attention to detail; ability to prepare accurate financial reports and records and ability to communicate effectively in written and oral form.

*Skill:* This position requires excellent skill and accuracy in working with numbers and detail; interpersonal skills; proficient computer skills, including spreadsheets and financial applications including Microsoft Office. Excellent organizational and multi-task 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.*

While performing the duties of this job, minimum physical effort is generally required to perform duties in typical office conditions. This position is regularly required to sit, talk, and hear; uses hands to finger, handle, feel or operate objects, tools, or controls, and reach with hands and arms as in picking up paper, files, and other common office objects and equipment. Employee may seldom lift and/or move objects weighing up to 10 pounds. Vision and hearing at or correctable to normal ranges.

**Supervision:**

*Supervision Scope:* Performs responsible duties of a complex nature which require considerable independent judgment and initiative.

*Supervision Received:* Works under the general direction of the Treasurer/Collector, in accordance with applicable Massachusetts General Laws, town policies, and relevant state, federal and local regulations and standards.

*Supervision Given:* None.

**Job Environment:**

- Work is performed under typical office conditions; work environment is moderately noisy.
- Operates computer, calculator, copier, facsimile machine, and other standard office equipment.
- Contacts are by phone, through correspondence in writing and email, and in person; frequent contact with town departments, taxpayers, realtors, attorneys, mortgage companies, banks, and the general public; they generally consist of an information exchange dialogue, discussing routine and semi-complex issues.
- Has access to department confidential information.
- Errors could result in monetary loss and/or have legal repercussions.

*This job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.*

***Pay Equity/Equal Opportunity/Americans with Disabilities Act Employer***