

ASSISTANT TO ASSESSOR-REVENUE COLLECTOR

Position Purpose:

The purposes of this position are to provide technical and administrative assistance to the Assessor and Collector; organizes and leads in administrative work related to the collection and processing of information to establish the town grand list and related taxable property information; collect, administer, interpret and apply laws and policies pertaining to the collection of taxes and other revenues due the Town of Hebron and other affiliated agencies inclusive of any interest, fees and penalties and appropriately assists with other revenue collections functions. The Assistant to Assessor-Revenue Collector is responsible for maintaining and improving upon the efficiency and effectiveness of all areas under his or her direction and control.

Supervision:

Supervision Received: Works under the general direction of the Assessor while performing duties for the Assessor's Office and the Revenue Collector while performing duties for the Revenue Collector's Office.

Additional Supervision Received: Reports to the Finance Director. The position is subject to review and evaluation according to the Town's personnel policies and procedures.

Supervision Given: None.

Job Environment:

Work is performed in a moderately noisy outer office that may be subject to airborne particles and temperature fluctuations. Work becomes extremely busy during peak assessment and collection periods.

Has frequent contact with the public, attorneys, title research persons, appraisers and financial institutions; has periodic contact with other town departments, state agencies and the state marshal; communication is frequently in person, by telephone, correspondence and standard reports; contacts require that all communication be conducted in a courteous, efficient and effective manner.

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.)

- Enter new sales in to the CAMA System changing ownership information weekly and into OPM database on a monthly basis. Update and maintain Sales Transfer Book. Send out Sales Verification Letters to new owners. Create lists for various departments and agencies.
- Maintain and update Veteran's database on CAMA and Veteran Cards. Add new exemptions and update codes as needed (i.e. disability ratings, property no longer owned or death) Apply benefits on an annual basis to Motor Vehicle and Real Estate accounts. Apply Active Duty exemption in accordance with state statute.

- Accept documentation, key and file COCs to make deletions and pro-rations to accounts, to include antique affidavits and update Grand List Books.
- Maintain and updates Personal Property Database; Prepare and track declarations for mailing and data entry. Keep track of non-filers and add penalties. Input additions and deletions as they occur.
- Maintain and update Motor Vehicle Database; upload lists provided by DMV, manually price vehicles in accordance with NADA pricing guides. Cross-reference address changes and town codes and make necessary changes. Process additions, deletions and adjustments in accordance with state statute.
- Prepare, accept and data enter Homeowner Applications with appropriate income proofs in accordance with state statute and OPM guidelines. Make any corrections for participants as circumstances necessitate. Send and track required mailings.
- Receives and processes tax, WPCA, and all other revenues personally, through the mail and electronic payment systems according to law, adopted policy and standard collection practices using the Town's revenue collection systems to ensure accuracy for the office; reviews, interprets and applies newly and other adopted state and local revenue collection laws, policies, rules, regulations, and procedures; posts payments to the appropriate revenue accounts.
- Handles complex or difficult collections assists and coordinates with other staff in the completion of assigned work depending upon the overall work volume and other priorities; files and releases tax and other liens.
- Maintains automated and physical revenue collection files and records in a current and accurate condition.
- As needed performs the work of the Assessor or Revenue Collector; answers the telephone, responds to inquiries; refers matters to the Assessor and/or Revenue Collector according to agreed allocations of responsibility or in matters requiring additional clarification and/or final decision beyond the limits of established policy and practices.
- Assists in maintaining the accuracy of the assessment, tax and revenue collection databases with change of address, new owner and similar information.

Other Job Functions:

- Assists with keeping the office neat and orderly in appearance.
- Provide copies of requested documents in accordance with FOI.
- Monitor Email, Mail & FAX correspondence daily and respond accordingly.

Physical and Mental Requirements:

The work is primarily of an intellectual nature but requires a variety of physical capabilities. While performing the duties of this job the employee is frequently required to sit, walk, talk and/or hear; The employee must be able to access all areas within the office. The employee must occasionally lift and/or move 10 pounds and occasionally up to 30 pounds. Specific vision abilities required by this job include close vision, perception of colors or color changes, distance vision, depth perception and the ability to adjust focus. The employee must be able to hear normal sounds, distinguish sound as voice patterns and communicate through easily understandable human speech using American English.

Minimum Required Qualifications:

Education, Training and Experience:

Must have successfully completed and graduated from an accredited high school and have successfully completed two years of advanced training in an accredited degree program in finance or a related field; must have more than five years of experience performing work of a like or similar nature; prior municipal experience in real and personal property appraisal work and assessment and collections experience is preferred, or any equivalent combination of education and experience. Knowledge of the principles and practices of property valuation and assessment and revenue collection. Knowledge of assessment and collection law, practices and techniques as well as the ability to interpret laws and utilize data processing applications pertaining to assessment and collection.

Knowledge, Ability and Skill:

Knowledge: Must have an extensive and detailed knowledge of municipal assessment and collection procedures, office procedures and the ability to master the use of the QDS assessment and collection systems, and proficiently utilize e-mail, word processing, spreadsheet and database applications; must know how to prove the accuracy and completeness of his/her own work using automated and manual systems; must know how to use efficiently and effectively all standard office equipment.

Ability: Ability to accurately and efficiently maintain multiple detailed assessment, collection and other financial records according to varied priorities using automated and manual information systems; ability to accurately compute all work; ability to review and use information from the assessor’s automated and hard copy information systems, maps, field cards and property deeds; ability to learn the use of multiple information systems and successfully apply new information from varied sources; ability to establish and maintain effective working relationships with other employees and the public; ability to differentiate between public and confidential information and maintain appropriate discretion; ability to be flexible in responding to varied work demands and establish priorities accordingly; ability to communicate effectively verbally, in writing and through reports.

Skill: Strong verbal and written communication skills with people of varied education levels and responsibilities; clear legible handwriting; aptitude for working with numbers, extensive record detail and varied work demands; skill in using the above mentioned tools and equipment.

(This job description does not constitute an employment agreement between the employer and the employee. It is used as a guide for personnel actions and is subject to change by the employer as the needs and requirements of the job change.)