

## REVENUE COLLECTOR

### **Position Purpose:**

The purposes of this position are to administer the activities and statutory responsibilities of a municipal revenue collector, the department and provide for the collection of taxes and other revenues due to the Town of Hebron, to manage the staff and office, interpret and apply laws, and develop administrative policies pertaining to the collection of revenues. The Revenue Collector provides for the training and development of staff in contemporary collections practices. The Revenue Collector is responsible for maintaining and improving upon the efficiency and effectiveness of all areas under their direction and control.

### **Supervision:**

*Supervision Scope:* Performs complex and highly responsible duties requiring a high level of initiative and independent judgment in planning, managing and executing the department's collection programs and services, and personnel; independently formulates decisions regarding policies, procedures, operations and plans according to law.

*Supervision Received:* Works under the general direction of the Director of Finance, or in the absence of the Director, the Town Manager, and according to professionally accepted revenue collection practices. The position is subject to review and evaluation according to the Town's personnel policies and procedures and union contractual requirements.

*Supervision Given:* Manages directly and through others all office staff, the functions of the office, and the full and faithful execution of all obligations and responsibilities.

### **Job Environment:**

Work is performed in an open and moderately noisy office that may be subject to airborne particles and temperature fluctuations; work becomes extremely busy during peak collection periods and requires that work be performed for extended periods.

Requires the operation of telephones, computers, copiers, facsimile machines, and other contemporary standard office equipment; most of the information processed is technical in nature, detailed, and statistical.

Makes frequent contact with the public, local municipal officials, attorneys, appraisers, investors, financial institutions, staff; and periodic contact with state agencies, the state marshal, vendors and software programmers. 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.

Most of the information processed or handled is considered subject to the public right to know; however, all information should be treated discretely. Personal information about tax and rate payers should be treated confidentially.

### **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.)*

- Develops, manages and directs the operations of the department and its staff; administers and evaluates revenue collection activities and the results produced such as the receipt of current taxes, the pursuit of delinquent taxes and the collection of sewer use, sewer assessment, parking and other local fines and revenues; all work is according to federal and state statutes and local ordinances; coordinates work with other staff and functions; develops innovative programs to increase collections.
- Investigates tax delinquencies, implements collection procedures, and directs legal proceedings for the collection of back taxes and other revenues; determines whether to issue warrants, conduct tax sales or file for strict foreclosure; initiates actions as warranted.
- Develops, directs and oversees the sewer use and assessment management programs including accounting and reporting, revenue collections, revenue projections, correction management, sewer connection activity, and assessment amortization schedules.
- Reconciles and deposits for tax and other revenue collections; ensures that office procedures comply with tax laws; monitors cash management and security requirements.
- Analyzes and evaluates current collection practices and data processing applications; proposes and implements procedural and/or administrative changes as warranted; proposes, performs and/or supervises internal audit functions.
- Maintains computer systems for department operations; develops databases for auxiliary services such as parking and other local fines, etc. Performs queries to develop information, statistical and technical reports.
- Prepares, presents and administers the operating budget for the department; prepares expenditure and revenue projections.
- Prepares, presents and submits oral and written narrative and statistical reports to town and state officials as required.
- Resolves complex problems and complaints involving the state marshal, attorneys, financial institutions, appraisers, the general public and potentially staff.
- Assures that a high level of customer service is provided by the office and its staff members.
- Assures that the office appearance is business-like, neat and orderly.

### **Other Job Functions:**

- Maintains directly or through others the revenue collection computer systems and software; performs searches to develop information and reports.
- Maintains records and prepares for the annual accounting audit.
- Performs similar or related work as required, directed or as the situation dictates.

### **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; to use hands to finger, handle, or feel objects, tools, or controls; and reach with hands and arms. Employee must be able to access all areas within the office and must occasionally lift and/or move up to 25 pounds and over 25 pounds with assistance. 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. This position requires the ability to operate a computer keyboard, and a keypad and calculator with similar proficiency. 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 at least two years of advanced training in finance, accounting or a closely related field from an accredited college or university; must have more than three years of experience performing tax collection or work of a like or similar nature; prior municipal collections experience is preferred; a working knowledge of Quality Data Systems revenue collections software is preferred; or any equivalent combination of education and experience.

Special Requirements:

Must be able to pass a background investigation suitable for bonding for municipal collections work, become and remain bonded throughout employment in this position; must possess or earn Connecticut Municipal Tax Collector Certification within a period suitable to the Town Manager but not more than five years from date of appointment.

Knowledge, Ability and Skill:

*Knowledge:* Must have an extensive and detailed knowledge of financial administration, municipal collection procedures, cash management and security, relevant state and federal laws, contemporary office procedures and mastery in the use of the Town's collection and information systems, and to use proficiently office automation applications and the Internet; must know how to use efficiently and effectively all standard office equipment. Knowledge of Generally Accepted Accounting Principles and Governmental Accounting Standards is a plus.

*Ability:* Ability to effectively manage the maintenance of multiple detailed complex collection and other financial records according to varied priorities using automated and manual information systems; ability to accurately complete all work and coordinate the use of information from the assessor's and other office information systems and records; ability to learn the use of multiple information systems and effectively interpret and apply federal, state and local collection enforcement laws and procedures; ability to manage and effectively supervise employees according to applicable labor agreements, labor law and work with 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 presentations, in writing and through reports.

*Skill:* Strong verbal and written communication skills with people of varied education levels and responsibilities; strong skills in effective conflict management; clear legible handwriting; aptitude for working with numbers, detailed records and varied work demands; skill in using computers, collection/financial software and standard office equipment.

***(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.)***