

ASSISTANT REVENUE COLLECTOR

Position Purpose:

The purpose of this position is to collect, administer, interpret and apply laws and policies pertaining to the collection of taxes and other revenues due to the Town of Hebron and other affiliated agencies inclusive of any interest, fees and penalties and appropriately assist with other revenue collection functions. An Assistant 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 all revenue collections work and responsibilities as assigned; requires a strong knowledge of municipal revenue collection policies and procedures; automated and manual revenue collection systems and techniques; works with complex issues, taxpayers, and the proof of cash and collections accurately.

Supervision Received: Works under the general direction of the Revenue Collector as assigned and according to professionally accepted revenue collection practices.

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 collection periods and requires that collections work be performed for extended periods.

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

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

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 according to the Freedom of Information Act and the Connecticut General Statutes.

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.)

Performs administrative and clerical tasks in preparing, printing, and mailing of tax bills for real estate, personal property, motor vehicle, and supplemental motor vehicle tax bills, as well as sewer use charges. Receives, posts, and reconciles payments daily. Responds to inquiries from taxpayers, attorneys and escrow companies, answers questions on policies and procedures and legal changes. Performs collection and information duties at the counter. Collects delinquent real property, motor vehicle and personal property taxes. Maintains records and prepares files for financial interface with the Finance Department. Performs arithmetic computations requiring accuracy to examine, verify, and correct tax charges. Processes taxpayer transactions at the counter and through U.S. mail. Prepares bank deposits. Assists in delinquent collections, including preparing delinquent statements and tax collector's demand notices. Assists in the preparing back tax statements. Collects sewer user charges. Corresponds with banks. Prepares and updates escrow coding. Acts for Revenue Collector when absent; and performs related work as required, directed or as the situation dictates. May assist with mail collection and distribution. Assists with keeping the office neat and orderly in appearance.

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 or other collections experience 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 and become and remain bonded throughout employment in this position.

Must become certified within 3 years of employment or other suitable period approved by the Town Manager but not more than five years from the first date of appointment. Must be bondable.

Knowledge, Ability and Skill:

Knowledge: Must have extensive and detailed knowledge of municipal collection procedures, office procedures and the ability to master the use of the Town's collection systems. Must be able to use e-mail, word processing, spreadsheets and database applications. Must know how to prove the accuracy and completeness of their own work using automated and manual systems. Must know how to use all standard office equipment efficiently and effectively.

Ability: Ability to accurately and efficiently maintain multiple detailed 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 effectively communicate verbally, in writing and through reports.

Skills: 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.

Physical and Mental 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.

Work is performed mostly in office settings. Hand-eye coordination is necessary to operate computers and various pieces of office equipment. While performing the duties of this job, the employee is frequently required to talk or hear, sit, use hands to finger, handle, feel or operate objects, tools, or controls, and reach with hands and arms. The employee is frequently required to stand or walk. The employee must occasionally lift or move up to 25 pounds.

This position requires the ability to operate a computer keyboard, a keypad and calculator with proficiency. Specific vision abilities required by this job include close vision, distance vision, peripheral 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.

(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.)