**Purpose:**Performs administrative, supervisory, technical work responsible for the collection of all billed revenue due and owed to the town. 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.)*

Responsible for directing and coordinating the billing and collection of funds owed to the town. Oversees the maintenance of the town's collection systems to comply with legal requirements and provide sufficient detailed information about the town's resources.

Prepares and mails all tax bills (real estate, fire district, personal property, fire, excise, liens and other municipal fees and charges due to the town. Assumes responsibility for collections and receipt of funds.

Prepares and inputs collections into computer, prepares turnover of collections to the Treasurer and reports receipts to the Town Accountant.

Collect information for the preparation of sewer bills, prepares, and mails sewer bills.

Verifies commitments are duly and properly signed, conducts visual spot check of bills prior to mailing, prepares affidavits as to time of sending tax bills and retains affidavits.

Enters abatements, and requests refunds for abatements.

Reconciles with the Town Accountant and Fire District quarterly, semi-annual, and annually.

Prepares, mails, and collects Police Detail invoices.

Computes interest on overdue accounts. Sends demand notices to delinquent accounts. Prepares legal notices of tax taking for the newspaper. Files liens at the Registry of Deeds and certifies tax title accounts to the Town Treasurer.

Enforce payment of personal property taxes by bringing cases to small claims court, if necessary; research and produce Municipal Lien Certificates and forward to attorneys, banks, and the general public, as requested.

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Prepares and administers departmental budgets and reports.

Responsible for the postage machine and postage of all outgoing mail. Mails outgoing mail for the town including Library, Police Department and Senior Center.

Performs similar or related work as required, directed or as situation dictates.

**Supervision:**

*Supervision Scope:* Performs highly responsible duties of a complex nature requiring considerable judgment and initiative involving the collection, depositing, and accounting of all municipal taxes and fees.

*Supervision Received:* Works under the administrative direction of the Town Manager and in accordance with the applicable provisions of the Massachusetts General Laws and local bylaws. Employee generally establishes own work plan and priorities, using established procedures to complete work in accordance with established policies and standards.

*Supervision Given:* Supervises one full-time position.

**Recommended Minimum Qualifications:**

Education, Training and Experience:

High School diploma, Associate Degree desirable; three to five years of finance related experience and working with the public; or an equivalent combination of education and experience.

*Special Requirements:*

MCTA Certification desired.

Ability to become bonded.

*Knowledge:*  Thorough knowledge of Massachusetts laws relating to municipal finance and taxation; thorough knowledge of the methods and procedures of municipal collection and accounting.

*Ability:* Ability to establish and maintain effective working relationships with town officials,

and governmental representatives; ability to deal with the public in a diplomatic and effective manner; ability to communicate effectively in oral and written form; ability to prepare detailed financial reports; ability to maintain accurate records; ability to prepare and manage budgets.

*Skill:* Effective leadership skills, diplomacy in dealing with the public. Excellent written and oral communication skills and administrative skills. Proficient skill in computers and appropriate software applications. Skill in working with numbers and details. Excellent customer service 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.*

Regularly required to walk, stand, sit, talk, and hear; operate office equipment; pick up paper, files, and other common office objects. Ability to view computer screens and work with details for extended periods of time. Must be able to communicate effectively in writing and orally. Vision and hearing at or correctable to normal ranges.

**Job Environment:**

* Work is performed in office conditions; the volume of activity increases with due dates

in all collection categories.

* Operates computer and general office equipment, such as calculator, copier, facsimile machine, and telephone.
* The employee has regular contact with the public, town departments, state and other agencies, banks, mortgage companies, attorneys, and vendors.
* The employee has access to information relating to personal financial information in order to create payment plans.
* Errors could result in delay or loss of service, monetary loss, or 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*