

## **TOWN OF NORTH STONINGTON**

### **TAX COLLECTOR POSITION DESCRIPTION**

**NATURE OF WORK:** This is highly responsible, professional and administrative work involving planning, organizing, directing and administering the statutory and ordinance responsibilities of the office with regard to the collection of taxes due to the Town of North Stonington. The work involves the regular exercise of independent judgment and initiative in pursuing an aggressive and effective program of prompt and efficient collection and effort with tact and courtesy towards the taxpayers.

**SUPERVISION RECEIVED:** The Tax Collector is an appointed position that reports to, and receives general supervision from, the First Selectman.

**SUPERVISION EXERCISED:** The Tax Collector provides general supervision to the Assistant Tax Collector.

#### **EXAMPLES OF ESSENTIAL JOB FUNCTIONS:**

Performs/supervises billing of taxes on real property, personal property and motor vehicles, sewer assessments, sewer user fees, and other assessments set by the Town.

Oversees the Town's tax revenue collection program. Plans, performs/supervises and organizes work for tax office in making a variety of collections.

Reviews, interprets and implements procedures necessary to comply with relevant laws, ordinances and regulations. Keeps tax office current on new laws or changes relating to processing tax billing, and collections procedures.

Calculates interest on property taxes, liens, and abatement refunds.

Daily records and reconciles revenue by category and account.

Prepares statistical reports on number of accounts handled and monies collected.

Prepares an operating budget for tax office annually.

Prepares legal notices for publication. Implements procedures to notify delinquent taxpayers including by mail or telephone. Arranges payment plans, when appropriate. Determines when stronger enforcement procedures are necessary.

Performs/supervises the collection of delinquent taxes.

Interacts with the public concerning complaints and other matters requiring explanations or interpretations. Responds in a timely fashion to inquiries from the public

Confers with First Selectman on matters concerning changes in policy and ordinances.

Investigates tax delinquencies. Implements delinquent tax collection procedures. Directs and takes part in actions connected with delinquent taxes such as warrants, foreclosures, or sales of property.

Files proofs of claim on bankruptcy cases and follows those accounts through their discharge.

Provides information to attorneys, banking officials and the general public and resolves problems and complaints. Confers with attorneys, state marshals and collection agencies, as appropriate, regarding foreclosures, tax warrants, etc.

Directs and takes part in preparation of fiscal reports for the State, Town, and auditors.

In absence of the assessor, assists public in finding information relating to land records and assessments.

Performs other duties as are determined to be necessary.

Lends assistance to other departments in the town hall during heavy traffic times such as answering phones or directing the public in finding information.

Reviews literature and publications, and attends seminars, tax meetings, professional meetings and conferences.

Maintains absolute confidentiality relating to sensitive information.

Ability to work long hours, evenings and weekends, as required.

Regular attendance is a requirement of this position.

## **OTHER JOB FUNCTIONS**

Performs related duties and responsibilities as required.

**\*\*\*\*\* *The duties listed above 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*\*\*\*\*\***

## **QUALIFICATIONS PROFILE**

### Knowledge, Skills and Ability

Thorough knowledge of state statutes, ordinances, rules, regulations, and resolutions governing the collection of taxes and assessments and tax accounting.

Knowledge of accounting and bookkeeping principles and practices related to governmental entities.

Knowledge of office management procedures, laws and ordinances governing tax collection.

Knowledge of the application of data processing techniques to tax collection methods.

Ability to prepare and interpret complex statistical and financial reports.

Ability to establish and maintain effective working relationships with State and Federal officers, town officials, public officials, residents, the general public, other departments and agencies, and co-workers. Ability to deal effectively with the general public, including ability to negotiate and pursue delinquent tax payers.

Excellent organizational skills and attention to detail.

Excellent computer skills (word processing, spreadsheet, tax collector and assessor software).

Ability to use the following tools and equipment: personal computer, calculator, telephone, facsimile (fax) machine and copier.

Ability to communicate effectively both orally and in writing. Ability to organize and express thoughts and ideas through written and oral communication including clear, concise, accurate and timely financial reports and statements.

Ability to maintain confidentiality. Ability to carry out all responsibilities of the job independently and without supervision. Ability to adjust quickly to changing priorities in a sometimes stressful environment.

### Education, Experience and Training

Bachelor's degree with major work in accounting or business administration, courses or seminars on collection practices, and a minimum of two (2) years' experience in tax collecting any equivalent combination of education, training and experience which provides a demonstrated ability to perform the duties of the position. QDS experience preferred.

### Licensure and Certification

Must be bondable.

Within three (3) years of appointment, shall obtain the State of Connecticut certification as Certified Connecticut Municipal Collector (CCMC).

### **PHYSICAL DEMANDS:**

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, the employee is frequently required to talk; hear; to reach with hands, arms; sit; stand; walk; and use hands to finger, handle, feel or operate equipment, objects, tools, or controls. The employee is frequently required to climb or balance, stoop, kneel, or crouch. The employee must occasionally lift and/or move up to 25 pounds.

Specific vision abilities required for this job include close vision and the ability to adjust focus. Hand-eye coordination is necessary to operate computers and various pieces of office equipment. The employee must be able to hear normal sounds with the presence of background noise, as in hearing using a telephone.

The employee must be able to work harmoniously, cooperatively and courteously with others at all times. The employee must be able to interact with people who are under physical and emotional stress as well as the ability to maintain a calm manner in stressful and emergency situations. The employee must be able to respond to difficult situations, ease tensions and address disturbances.

**\*\*\*\* *The 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.*\*\*\*\***