

**Position Purpose:**

Performs professional and administrative work in the day to day management of the Collector's Office for the Town of Hardwick, MA. This role performs a range of municipal finance functions including, but not limited to, tax collections, tax and utility billing, tax title, treasury, local revenue collections, cash management; performs all similar or related duties.

**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.)*

- Assists the Accountant/Finance Director in organizing, planning, directing and providing administrative direction for Finance Department.
- Assigns, directs and reviews work of members of the Finance Department as directed, which shall include the person holding the designation of Assistant Treasurer/Tax Collector. Further assists the Accountant/Finance Director in developing standards of performance and evaluating subordinates' performance to ensure that the Department is meeting operational objectives.
- Assists in planning and supervising the training of subordinates.
- Develops and/or adopts new techniques to improve effectiveness of the Department. Promulgates and issues policies, procedures, and direction, written and oral, covering all departmental functions not inconsistent with his/her powers, duties and responsibilities.
- Receives all Town funds, makes deposits and reconciles statements; transfers funds
- Responsible for cash management, monitoring cash levels and managing the Town's receivables with the utmost safeguard for the Town's principal.
- Manages the Tax Collection: Real Estate, Personal Property and Motor Vehicle collection and monitoring of receivables. Prepare MV demand and warrants to be issued by deputy collector. Correspondence with taxpayers regarding unpaid balances. Upload files for online payments.
- Reconcile monthly bank statements with general ledger. Prepares monthly, quarterly and annual reports as required by the Town/State and Federal law.
- Performs the billing and collection of all real estate, personal property, and motor vehicle excise taxes. Answers and resolves taxpayer inquires.
- Issues demands for delinquent accounts; oversees issuance of municipal lien certificates. Initiates tax title, foreclosure proceedings; custodian of tax title properties.
- Performs similar or related work as required.

**Recommended Minimum Qualifications:****Education, Training and Experience:**

Associates Degree in Finance or Business Administration or related field. Five to seven (5-7) years in municipal government, with strong experience in financial management and customer service; Certification by the Massachusetts Collector/Treasurers' Association desirable; or any equivalent combination of education, training, and experience. Ability to be bonded.

**Knowledge, Ability and Skill:**

*Knowledge:* Complete working knowledge of the principles and practices of financial management and specific knowledge of the legal controls, methods and procedures of municipal finance.

Knowledge of office procedures, practices and terminology. Working knowledge of town operations. Knowledge of office equipment and the operation of computer software applications.

*Ability:* Ability to communicate effectively and efficiently verbally and in writing and to work effectively under time constraints to meet deadlines. Ability to coordinate and to establish and maintain effective working relationships with the general public, banking institutions, real estate professionals, legal counsel, vendors, contractors, other Town employees and elected officials. Ability to analyze and interpret financial data and to present findings clearly. Ability to work politely with people of diverse personalities. Ability to problem solve and work independently.

*Skill:* Excellent customer service and interpersonal skills. Skill in operating computers and utilizing appropriate software applications. Aptitude for numbers and details. Excellent organizational, planning, management and analytical skills. Skill in all of the above listed tools and equipment.

**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.*

Employee is regularly required to walk, stand, sit, talk, and hear; uses hands to finger, handle, feel or operate objects or controls, and reach with hands and arms as in picking up paper, files, and other common office objects. Employee may occasionally lift and/or move objects weighing up to 40 pounds. Vision and hearing at or correctable to normal ranges.

**Supervision:**

*Supervision Scope:* Performs complex and responsible duties requiring a high-level of initiative and independent judgment in the planning, administration and execution of the department's services and in the direction of staff. Performs duties which require exercise of independent judgment and ingenuity.

*Supervision Received:* Works under the general direction of the Accountant/Finance Director; works independently in the performance of duties in conformance with Massachusetts General Laws (MGL) and Town bylaws.

*Supervision Given:* none

**Job Environment:**

- A majority of work is performed under typical office conditions, with frequent interruptions; noise level is moderate.
- Regularly operates a computer, telephone, copier, fax machine and other standard office equipment.
- Makes frequent contacts with the general public, department heads, the Accountant's Office, Assessor's office, Treasurer's Office, attorneys, banks and mortgage companies. Contacts are in person, in writing, and by telephone and via standard reports. Contacts require considerable persuasiveness and resourcefulness to influence others.
- Has access to department-level and town-wide confidential information; the application of appropriate judgment, discretion and professional office protocols is required.

- Errors could result in significant confusion and delay, loss of department services and have financial repercussions; exposure to certain legal liabilities.

*(This job description does not constitute an employment agreement between the employers and is subject to change by the employer as the needs of the employer and requirements of the job change.)*