



TOWN OF CHESHIRE Town Collector

General Purpose:

Performs professional administrative and technical work involving the receipt of tax revenues and the preparation of related records and reports. Department administration includes the billing and collection of all real estate, personal property, district, and motor vehicle excise taxes. The incumbent performs all other related work as required.

Supervision

Performs highly responsible function of a complex and technical nature requiring independent professional judgement and initiative in the planning, administration and execution of the department's services, in the interpretation of applicable laws, regulations and procedures. Performs a variety of responsible functions within the guidelines established by statute and professional standards.

Work is performed under the administration and policy direction from the Board of Selectmen with duties and responsibilities defined by state laws, town policies, town bylaws. Assumes direct accountability for departmental results. The employee has the authority to make decisions with regard to the department, and informs the Board of Selectmen and other Town officials, the public and state officials of departmental work program progress, issues of concern to the Town and office initiatives being undertaken.

The employee may be responsible for the direct supervision of both a staff employee and subcontracted service providers including the hiring, setting of department goals and objectives assignment of work, regular checking and reviewing the accuracy and completeness of work assigned and annual evaluation of performance.

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.)

Receives all taxpayer money belonging to the Town and accounts for it according to the order of the Town's authorized officers and Massachusetts General Laws; makes bank deposits as needed.

Maintains department records pertaining to tax billing and collection and tax title, in accordance with federal and state records retention requirements.

Serves as the contact with the public for matters regarding the Tax Collector's office, to receive and provide specific information, to check and confirm information or data, and to otherwise facilitate and accomplish the duties and objectives of the department. Regular contacts include all other Town Departments, banks, federal and state agencies, and third-party administrators.

Prepares various reports on a weekly, monthly, quarterly, or annual basis relative to cash reconciliation, receipts, and balances. Reconciles cash and receivables with the Town Accountant monthly.

Prepares and administers departments budget.

Serves as an elected official and department head who must carry out full scale management responsibilities for the department, making certain that the department's legal responsibilities are completed with accuracy and on time, and ensuring that the work program of the department is accomplished. The position's responsibility is to ensure that tax bills are issued and collected promptly for optimal cash flow.

Stays informed of changes in Federal, State and Local laws and is engaged in all means of continuing education available as to enhance the performance of his/her responsibilities and duties to the benefit of the Town.

Prepares and issues all required real estate, personal property, excise, and any other bills in accordance with Massachusetts General Laws and guidelines, including verifying the accuracy of warrants and producing or obtain proof of mailing records.

Collects all taxes as set forth in the warrants received from the Assessors, calculates, and assessed all interest and fees due, and maintain accurate records and control of all taxes receivable by year and levy type. Follow processes for pursuing delinquent taxes as set forth in Massachusetts General Laws, including the processing of real estate tax liens and flagging of motor vehicle excise bills, processes abatements and exemptions from the Assessors or regularly monitors receivables for any refunds resulting from abatements or overpayments. Investigates and reviews all returned bills for owner address changes, and other necessary corrections to ensure prompt collection of taxes.

Contracts with subcontractors as necessary to provide lockbox tax receipt services, deputy collector services for excise tax bills, online bill pay services and tax collection software. Monitors, supervises, and ensures the accuracy of these subcontracted services.

Advises the Building Inspector and other permits and license granting department of delinquent taxpayers to enhance the collection of payments. Prepares Municipal Lien Certificates as requested for sales, refinancing and transfers of property, exercising great care as errors may result in monetary consequences.

Physical Requirements/Work Location:

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 position's essential functions.

Administrative work is performed under typical office conditions, work environment is moderately noisy. Work includes office interaction with taxpayers, meetings in other locations and ongoing training.

Operates a computer, calculator, copier, facsimile machine, telephone and other standard office equipment.

Makes frequent contact with public, State officials, other Town departments/boards/committees, law offices and vendors. Has access to department-related confidential information regarding taxpayer financial matters. Communications require professionalism, courtesy, patience, and tact and are conducted by telephone, email, written correspondence and in person.

Errors could result in delay, confusion or loss of service, major financial losses, deterioration of the Town's financial position and could have legal ramifications.

Knowledge, Ability and Skill

Knowledge: Thorough knowledge of the principles and practices of financial management and specific knowledge of the legal controls, methods, and procedures of municipal finance. Strong knowledge of computer applications for financial management. Thorough knowledge of the Massachusetts laws regarding municipal finance. Comprehensive knowledge of GAAP and UMAS

Ability: Ability to establish and maintain cooperative relationships with town employees and officials and governmental representatives, as well as the public. Ability to communicate effectively in written and oral form. Ability to analyze and interpret financial data and to present findings clearly. Ability to represent the Town effectively in important financial area which could have considerable impact on current and long-range economic conditions within the Town. Ability to perform multiple tasks.

Skill: Extensive skills in the operation of computerized treasury software or other spreadsheet software, payroll software and internet/e-mail communication.

Qualifications:

Bachelor's degree in Financial Management, Accounting, Business Administration, or a related field; three to five years of progressively responsible municipal experience in accounting or financial management; or any equivalent combination of education and experience.

Special Requirements

Must be bondable with surety company authorized to conduct business in the Commonwealth of Massachusetts, Possession of a valid Massachusetts Driver's license. Must obtain and maintain certification from the Massachusetts Collectors and Treasurers Association (MCTA) as a Town Collector within five years of original employment.

Non-Discrimination Clause:

No individual shall be denied any rights guaranteed pursuant to local, state and/or federal law based on race, color, religion, national origin, sexual orientation, gender, gender identity, or disability.

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this position. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required. 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/or requirements of the job change.

Approved: 8/3/21