

## **TOWN OF LEDYARD ASSISTANT TO TAX COLLECTOR**

### **NATURE OF WORK:**

Assist the Tax Collector in administering the statutory responsibilities of the Tax Collector's Office. This includes both routine and complex technical office work in the collection of real property taxes, personal property taxes, motor vehicle taxes, associated interest liens and/or other designated accounts receivable. This position involves pursuing an aggressive and effective program of prompt and efficient collection with tact and courtesy toward the taxpayers.

### **SUPERVISION RECEIVED:**

Receives primary direction from the Tax Collector, and secondary direction by the Director of Finance.

### **SUPERVISION EXERCISED:**

Not applicable.

### **ESSENTIAL JOB FUNCTIONS:**

Receives, verifies, and records property tax payments over the counter, by internet and mail, making corrections as necessary.

Processes returned mail including researching to find a correct address.

Provides financial information to attorneys, state marshal, collection agencies, banks and taxpayers.

Balances drawer daily.

Performs arithmetic computations, requiring accuracy in examining, verifying, and correcting taxes and interest amounts.

Works with the Tax Assessor's office to resolve any issues that taxpayers may have.

Processes corrections from the Assessor's Office including further actions taken, i.e. refund, balance bill.

Researches in archives requests that taxpayers may need.

Updates escrow accounts.

Enters codes for delinquent taxpayers for each tax levy.

Enters and maintains purchase orders.

Updates delinquent information to the Department of Motor Vehicles on a daily basis.

Regular attendance is a requirement of this position.

**\*\*\*\*\* 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 & Ability**

Needs thorough knowledge of State and Town statutes, ordinances, and resolutions governing the collection of taxes and tax accounting, or the ability to acquire such knowledge during a reasonable period of training.

Possesses knowledge of, and skills in, utilizing computers and general office machines. Knowledge of modern office practices and procedures.

Demonstrates ability to follow both written and oral instructions, to organize and express thoughts and ideas through both oral and written communication.

Demonstrates ability to perform mathematical calculations quickly and accurately.

Demonstrates ability to handle stressful situations and difficult customers.

Demonstrates ability to multi-task effectively and act independently.

Demonstrates considerable ability to establish and maintain effective and courteous working relationships with other Town Officials, public officials, the general public, other departments and agencies, and office staff.

### **Experience and Training**

An Associate's Degree, and one (1) year of progressively responsible tax collection or accounting experience; or graduation from high school or equivalent with course work in business/accounting and three (3) years experience in progressively responsible tax collection or finance/accounting work. Or an equivalent combination of experience and training.

## **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 function.

While performing the duties of this job the employee is frequently required to: hear; speak; stand; sit; walk; bend, twist, stoop, kneel, crouch or crawl; climb stairs to various levels; use hands to finger, handle, feel or operate objects, tools or controls; use wrists for repetitive motion; reach with hands and arms; drive; tolerate exposure to environmental allergens.

The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by the job include close vision, distant vision, color vision, peripheral vision, depth perception, and the ability to adjust focus. Hand-eye coordination is necessary to operate computers and various pieces of equipment.

Employee must be free from mental and physical disorders which would interfere with performance of duties as described and can maintain his/her composure with the public and co-workers in every day stressful and emergency situations. Employee may occasionally have to function in situations where subjected to aggressive physical and/or verbal behavior.

**LICENSE OR CERTIFICATE:**

Connecticut Municipal Collector (CCMC) Certification or able to complete certification within three years from date of hire.

Valid Motor Vehicle Operator's License

**\*\*\*\* This job description does not constitute an employment agreement or contract between the Town and the employee and is subject to change by the employer and requirements of the job change.\*\*\*\***

Adopted by Ledyard Town Council on: \_\_\_\_\_

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, Chairman

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