

TOWN OF MILFORD - JOB DESCRIPTION

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| JOB TITLE: | Tax Collector / Accounts Receivable Coordinator | GRADE LEVEL: | 17 |
| CLASSIFICATION: | Exempt, Full-time | DEPT: | FIN |
| CREATED: | 11/2005 | REV DATES: | 3/28/2023 3/14/2018 |

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| <u>Job Description:</u> | Highly-responsible and professional position in charge of issuing, collecting, and reporting of all Town taxes and most other receivables; recording payments received and implementing procedures on delinquent taxpayers. |
| <u>Accountability:</u> | Works under the general supervision of the Finance Director, planning and implementing regular work in accordance with Town procedures and NH State laws, with substantial responsibility for determining the sequence and timing of action with substantial independence in planning and organizing work activities, including determining work methods. Solves most problems independently. Occasionally, individual taxpayer situations are discussed with the Board of Selectmen but, ordinarily, the Tax Collector manages all situations. Has access to confidential information related to tax and/or real estate lawsuits and bankruptcy filings. |
| <u>Equipment Used:</u> | All general office equipment to include, but not be limited to: computer, printers, calculator, telephone, copier, fax machine, typewriter, shredder, postage machine, etc. |
| <u>Environment:</u> | Inside: <u>100 %</u> Outside: <u>0 %</u> |

Duties and Responsibilities:

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| <p>Note: Except as specifically noted, the following functions are considered essential to this position.</p> | <ol style="list-style-type: none"> 1. Issues tax bills and collects property tax revenues on a bi-annual basis; issues and collects other taxes and penalties according to NH RSAs. 2. Accepts payments and records same appropriately. 3. Maintains coordination with the Assessing Office on all matters relating to taxes and assessments. 4. Maintains coordination with the Finance Director on all matters relating to tax billing, tax collection and tax receivables. 5. Reconciles accounts to Assessing warrants and to the general ledger. 6. Prepares tax warrant and presents same to the Board of Selectmen for action. 7. Insures that appropriate accounting controls are maintained and coordinated with the Finance Director and municipal auditors. 8. As required by law, notifies delinquent taxpayers in writing of the placement of liens and/or deeding of their property in the Hillsborough County Registry of Deeds for unpaid taxes. 9. Prepares and conducts for the Board of Selectmen all aspects of the procedures for deeding of property, as required, which may entail such activities as posting and advertising, legal notices, and recording of documents. 10. Enters into payment agreements on delinquent accounts as permitted by the Board of Selectmen. 11. Responds to requests for tax information. 12. As required, represents the Town on tax-related matters. May be required to appear before legislative committees to testify on tax-related issues. May be required to make filings, assist in filings, and appear in court on behalf of the Town on tax-related issues. 13. Provides support to the Water Clerk. Processes abatements and adjustments. Liens water/sewer accounts as appropriate, in accordance with State Statutes. Issues and collects bills for other receivables as necessary. 14. Responsible for processing daily cash receipts of the Town and for performing daily reconciliation of the cash drawer. 15. Responsible for preparing daily bank deposits during the absence of the Finance Clerk and delivering same to the bank, arranging for a security escort for cash deposits, as appropriate, in accordance with the Town's insurance requirements. 16. Trains and works in conjunction with Deputy Tax Collector and Finance Clerk(s) associated with the tax collecting process |
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| | <p>17. Establishes regular coordination with the Finance Director to ensure the functionality of computer programs for the tax activities and to plan for necessary adjustments and improvements.</p> <p>18. Participates in the preparation of the Town's annual audit; prepares regular, special financial, statistical reports, and statements to include preparation of documentation for the annual Town Report in accordance with NH State Statutes.</p> <p>19. Web site administrator and support for the online payments through the CSS Module and third party, ACI.</p> <p>20. Participates in the development, testing and installation of new data-processing applications. Cooperates with computer system staff concerning maintenance and enhancements to existing systems.</p> <p>21. Prepares reconciliation of accounts and subsidiary ledgers.</p> <p>22. Participates in the compilation of the annual operating Tax Collector budget.</p> <p>23. Prepares local and State-required reports as necessary, including but not limited to the MS-61 and the annual Town Report.</p> <p>24. Remains current on tax law, receivables and collection laws.</p> <p>25. Performs other duties as required.</p> |
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Physical Activity Requirements:
Frequently, Occasionally, Seldom, Rarely or Not Required

| PRIMARY PHYSICAL REQUIREMENTS | F | O | S | R | NE | OTHER PHYSICAL CONSIDERATIONS | F | O | S | R | NE |
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| LIFT up to 10 lbs.: | X | | | | | Twisting | X | | | | |
| LIFT 11 to 25 lbs.: | X | | | | | Bending: | X | | | | |
| LIFT 26 to 50 lbs.: | | X | | | | Crawling: | | | | X | |
| LIFT over 50 lbs.: | | | | X | | Squatting: | | X | | | |
| CARRY up to 10 lbs.: | X | | | | | Kneeling: | | | | X | |
| CARRY 11 to 25 lbs.: | X | | | | | Crouching: | | X | | | |
| CARRY 26 to 50 lbs.: | | X | | | | Climbing: | | X | | | |
| CARRY over 50 lbs.: | | | | X | | Balancing: | | X | | | |
| REACH above shoulder height: | | X | | | | <u>WORK SURFACE(S)</u> | | | | | |
| REACH at shoulder height: | X | | | | | Desktop/Computer table. Stationary and rolling office chair. Carpeted and linoleum floored offices. Standard office desk. Computer/copier. Stairs and elevators. | | | | | |
| REACH below shoulder height: | X | | | | | <u>DURING AN 8-HOUR DAY, EMPLOYEE IS REQUIRED TO:</u> | | | | | |
| PUSH/PULL: | | | | X | | | Consecutive Hours | | Total Hours | | |
| | | | | | | | 1 2 3 4 5 6 7 8 | 1 2 3 4 5 6 7 8 | | | |
| HAND MANIPULATION | | | | | | Sit | 3-4 | | 4-5 | | |
| Grasping: | X | | | | | Stand | 1 | | 1-2 | | |
| Handling: | X | | | | | Walk | 1 | | 1-2 | | |
| Torquing: | | | | X | | | | | | | |
| Fingering: | X | | | | | | | | | | |
| Controls and Equipment: | Required ** | | | | | | | | | | |
| Controls & Equipment** | General office equipment | | | | | | | | | | |

Cognitive and Sensory Requirements:

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| Talking: | Necessary for communicating with others. |
| Hearing: | Necessary for communicating with staff, vendors and the public. |
| Sight: | Necessary for working on accounts, filing, etc. |
| Tasting & Smelling: | Not required. |

Specific Vocational Preparation Requirement(s):

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| | Short demonstration only | | Any "beyond short" demonstration up to and including 30 days. | | 30-90 days |
| | 91-180 days | | 181 days to 1 year | | 1 to 2 years |
| X | 2 to 4 years | | 4 to 10 years | | Over 10 years |
| Required: | | Possession of an Associates Degree in Business Administration/Finance/Accounting or a related field. | | | |
| Experience | | Three (3) to five (5) years related job experience are required with one (1) year preferred in a municipal environment and one (1) year operating automated spreadsheet and word processing software applications, as well as customer service experience; or any combination of education and experience which demonstrates possession of the required knowledge, skills and abilities. | | | |
| Supervisory experience: | | Limited | | | |
| Licensure/ Certification Requirements: | | CTC | | | |
| Other Training, and/or related Skills | | <p>A candidate for this position should have –</p> <ul style="list-style-type: none"> • considerable knowledge of the principles, practices and methods of accounting, as well as data processing applications; • the ability to understand and complete billings and collections as required by NH State law; • the ability to review, modify, improve and design accounting systems; • the ability to review, analyze and interpret fiscal records and to prepare accurate and complete financial statements; • the ability to maintain accurate technical operating records and to prepare clear and concise reports; • the ability to communicate effectively, both orally and in writing; • the ability to maintain effective working relationships with other employees, officials and the general public; • have excellent organizational skills; • have an eye for detail and be well organized; • have effective interpersonal skills; and • have effective skills in the use of automated spreadsheets and word processing software applications. | | | |

Summary of Occupational Exposures:

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| Summary of Occupational Exposures: | Some exposure to cleaning fluids and copier toner. |
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Other Considerations and Requirements:

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| Other Considerations and Requirements: | <ul style="list-style-type: none"> • Position requirements involve examining, analyzing and evaluating facts and circumstances surrounding individual taxpayer issues and determining actions to be taken within the limits of standards or accepted practices. • The incumbent exercises discretion in relation to taxpayer payment plans on a limited basis, as NH RSA's govern all aspects of tax collection and, since these laws are constantly changing, the incumbent needs to be able to interpret these complex laws. Not all laws have the same timetables and guidelines. Judgment is, therefore, used in analyzing specific situations to determine appropriate actions. |
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- The work requires the practical application of a variety of concepts, practices and specialized techniques relating to this professional field and evaluating conditions or unusual circumstances for compliance with collection laws. Errors made could result in monetary loss and legal repercussions.
- This position has constant contact with the public for the purpose of collecting payments and answering questions regarding taxes and other receivables. Other contacts include, but are not limited to, Assessing, Water and Sewer Department, and Finance staff for the purpose of obtaining and/or providing information as required and/or requested. Responds to inquiries from realtors, attorneys and mortgage-servicing companies for the purpose of providing the necessary documentation and information requested. Contacts are generally in person, by phone, by e-mail, and/or in writing.
- While this is a sedentary position, the employee is required to climb stairs, bend, reach and lift to access records.
- Employee required to sit and stand as needed.
- Requires that this employee treat the citizens of the Town and members of the staff with respect and courtesy to promote and maintain effective working relationships between taxpayers, the public and all Town departments.
- Requires the projection of a positive attitude and image about the Town of Milford, a pleasant demeanor, and a commitment to service to the public and staff.
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the position.

I acknowledge receipt of this job description and understand the functions of the position as specified above. I understand the job description is representative of the position, not all inclusive.

Signature

Date

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| This job description was reviewed and approved by Dept Manager and HR on |
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| 3/28/2023 |
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