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**TOWN OF BERLIN**

**Job Description**

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| **Position Title: Treasurer/Collector** | **Reports To:** Town Administrator |
| **Department:** Treasurer/Collector 145 | **FLSA Status:** Salaried Exempt; Full Time  37 hours/week in FY20 |

**GENERAL SUMMARY:**

Under general policy direction of the Board of Selectmen and the administrative oversight of the Town Administrator, the Treasurer/Collector is responsible for the collection and accounting of accounts receivable for the Town, including real estate, personal property and motor vehicle taxes, and other related fees. The other four major areas of responsibilities are payroll and benefits management, payables processing, tax title management and borrowing. Collects and invests/monitors funds collected in approved investment accounts and ensures all operating and capital costs are met in a timely manner. Customer Service when dealing with tax payers should be the number one priority for this position as well as service to Town staff. Performs said duties as set forth by Massachusetts General Laws.

**Accountability:** This position is highly accountable and incorrect actions or misjudgment would typically result in monetary loss, missed deadlines, potential injury, as well as legal repercussions, and adverse public relations.

**Complexity:** Work at this level is extremely complex and varied. Incumbent is normally called upon to perform a significant number of work tasks, each varying from the other in terms of overall department responsibilities. Incumbent is responsible for preparing complex, technical analysis and ensuring strict adherence to appropriate statutes, while maintaining a strong customer service focus as he or she must interact directly and tactfully with taxpayers on highly sensitive issues.

**Judgment:** Individual judgment and the application of professional knowledge and experience are required in selecting the appropriate practices, procedures, regulations, or guidelines to apply in each case.

**Confidentiality:** Individual judgment and the application of professional knowledge and experience are required in selecting the appropriate practices, procedures, regulations, or guidelines to apply in each case.

**ESSENTIAL JOB FUNCTIONS:**

* Plans, organizes, supervises, and assists in the collection and accounting of all accounts receivable for the Town, including property, excise, and misc. items. Processes all cash received. Reconciles bank statements.
* Monitors timely deposits of monies into investment accounts and assures optimum safety and yield on investment options. Conducts appropriate checks on investment opportunities.
* Negotiates banking contracts and oversees their administration.
* Directs the issuance of all tax bills, accounts receivables and betterments due the Town, and enforces payment of same; and assumes responsibility for the collection, receipt, accounting and disbursement of all the Town's funds as the bonded custodian of the Town’s funds, including the management of municipal lien procedures.
* Processes Daily Cash Book and reports/provides them to the Town Accountant as mandated by state law. Reconciles all cash on a monthly basis.
* Determines long and short-term cash needs for the Town and assures the availability of funds to meet operating and capital obligations. Borrows short and long-term funds as necessary in accordance with mandates.
* Makes timely payments of Town expenses including salaries, wages, and withholdings, ensuring availability of funds.
* Assures payment of all account payables as prepared by Town Accountant.
* Negotiates health insurance contracts in conjunction with the Town Administrator, with advice from the Insurance Advisory Committee, and presents recommendations to the Board of Selectmen for approval.
* Responsible for tax lien administration and any necessary tax title proceedings and bankruptcies.
* Prepares municipal lien certificates related to refinancing or sales of Town real property.
* Assists citizens with payment related matters and conducts related research as necessary.
* Prepares annual department budget and monitors/controls expenditures.
* Supervises department staff, conducts performance reviews, and recommends changes in status and compensation. Ensures all accounts payable vouchers are signed and verifies accuracy of all documentation.
* Initiate the process for foreclosure and sale of properties; supervise tax takings and foreclosures through the Land Court; prosecute actions on bonds, notes and securities and for trespass on or in public buildings and enclosures belonging to the Town; and perform foreclosures on tax titles.
* Prepare financial and other related reports; interface with Town departments, federal state and county agencies, courts, commercial banks and other establishments relating to the verifying and reconciling of accounts, preparation of records and reports, valuations, loans, investments, interest rates, etc.
* Plan overall departmental activities and develop policies and procedures in areas of responsibility; orient, train and schedule assigned staff; evaluate performance and recommend personnel actions; develop and oversee the department's capital and operating budgets; and administer expenditures.
* Explain to the public the policies and procedures of the Treasure/Collector's Office; and tactfully and effectively deal with individual taxpayers regarding tax actions, complaints, personal and confidential finances in such a manner as to obtain cooperation and to avoid friction.
* Continue to encourage tax payers to take advantage of online billing and payment opportunities in an effort to be as efficient and effective in the operational aspects of the offices.

**OTHER DUTIES AND RESPONSIBILITIES:**

* Oversees establishment of database files for office.
* Assists in determining short and long-term computer needs for the Treasurer's office and makes appropriate recommendations.
* Coordinates employee health insurance, working with the Insurance Advisory Committee, Town Administrator and other local officials.
* Oversees the processing of all employee payrolls and payment of invoices in accordance with the Town’s payroll and bill warrant schedules.
* Maintains effective working relationship with other Town departments, especially with the Finance Committee and Town Accountant in addition to other municipal officials and State agencies.
* Confers with tax title attorney concerning delinquency tax accounts and with auctioneer on foreclosure auctions.
* Performs other related duties as assigned.
* Selects and manages deputy collectors for delinquent accounts.

**PREPARATION, SKILLS, KNOWLEDGE & ABILITIES:**

* Knowledge in implementing and maintaining finance related information systems and knowledge of database management. This position requires the knowledge of a substantial number of applications and software systems.
* Demonstrated knowledge of accounting practices and collection techniques.
* Ability to recognize Town-wide priorities and work cooperatively to support their accomplishment.
* Ability to develop and initiate goals and objectives for the department.
* Ability to analyze complex issues and develop relevant and realistic plans, programs, and recommendations.
* Planning, management, organizational, and supervisory skills, financial management skills, ability to communicate effectively both verbally and in writing and to establish and maintain positive public relations for the Town. Knowledge of related statutes, by-laws, regulations, policies, and procedures.

**SUPERVISORY RESPONSIBILITY:**

Supervises the Assistant Treasurer, Assistant Collector and filing clerk. Office participates in the town Work-Off Program(s).

**WORKING CONDITIONS AND PHYSICAL DEMANDS:**

**Recommended Minimum Qualifications:**

* Education and Experience: Position requires a bachelor's degree in finance or a related field and five years of progressively responsible work experience in municipal finance administration or the equivalent with at least two years in a supervisory or work leader capacity, or any equivalent combination of education, training and experience which provides the required knowledge, skills and abilities to perform the essential functions of the job.
* Incumbent must be certified, or must become certified as a Treasurer or Collector, or both, by the Massachusetts Municipal Treasurers and Collector’s Association within one year from date of hire.
* Must be bondable as Collector and as Treasurer for at least the required amounts set forth by the Department of Revenue or otherwise determined by the Town.

**KNOWLEDGE, ABILITIES AND SKILLS**

**Knowledge:**

* + Extensive knowledge of municipal accounting, billing and collection systems and auditing principles, practices and procedures.
  + Extensive knowledge of the laws and regulations relating to Massachusetts municipal financial management and treasurer/collector laws.
  + Considerable knowledge of operating characteristics, capabilities, and service requirements of information technology systems and equipment.
  + Working knowledge of Town government organization including statutory and charter responsibilities of the departments, boards and commissions of the Town. Ability to recognize Town-wide priorities and work cooperatively to support their accomplishment.

**Abilities:**

* + Ability to analyze complex issues and to develop relevant and realistic plans, programs and recommendations.
  + Ability to establish goals and objectives, and to supervise others, including training, disciplining and evaluating their performance.
  + Ability to prepare tax revenue projections, forms and other technical, financial reports.
  + Ability to communicate effectively with others, both orally and in writing; to establish positive public relations for the Town and departments, and to interact effectively and tactfully with a variety of people.
  + Ability to de-escalate confrontation and work the discussion or situation to a positive outcome.
  + Ability to identify issues and strategic plans for future needs.
  + Ability to multi-task and prioritize.
  + Ability to document and organize procedures.

**Skill:**

* + Skill with modern office technology required.
  + Skill with using an adding machine required.
  + Skill with software programs and the ability to understand how software systems post transactions.
  + Skill with Excel and other Microsoft applications and the ability to create charts, graphs and presentations.
  + Exceptional written and oral inter-personal skills.

**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 position’s essential functions.*

Uses hands to finger, to handle, feel or operate objects, tools, or controls, and reach with hands and arms as in picking up papers, files, and other common office objects. Occasionally lifts and/or moves objects weighing up to 30 pounds. Duties require motor skills associated with operating office equipment. Ability to see, read, speak and hear.

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

Approved by Berlin Board of Selectmen on 1/14/2019

Amendments Approved: 8/5/2019

Approved by Berlin Personnel Committee on 1/30/2019

Amendments Approved: 8/7/2019