

**Position Purpose:**

This position is responsible for assisting the Treasurer/Collector with the duties of the office including but not limited to tax & utility billing collections and administration, local revenue collections, cash & treasury management, payroll withholdings processing, investment of funds, borrowing & debt service management, and disbursement of funds. Acts as Treasurer/Collector in the event of a temporary absence and 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.)*

- Primary customer service function for the office in handling customer interactions; explaining collection procedures and regulations to the public, assisting taxpayers in understanding their bills and payment options, conducting research in response to requests for information and complaints, and following up with internal and external customers to resolve questions and issues.
- Assists Treasurer/Collector in maintaining custody of Town funds and in cash and debt management activities and in maintaining appropriate records related thereto.
- Assists Treasurer/Collector in overseeing and executing Town collection activities, as well as maintaining and monitoring records related thereto.
- Process receipts, deposits, and accounts for related activity; provides for proofing, reconciliation, and reporting of transactions and records internally, and with others.
- Process and disburse payrolls, withholdings, and accounts payable; provides for proofing, reconciliation, and reporting of transactions and records internally, and with others.
- Work with approved/authorized third-party vendors to execute office procedures and treasury and collection functions.
- Assist Treasurer/Collector in managing investments and Trust Funds by applicable policies and guidelines.
- Completes financial reporting activities as assigned, including account reconciliations, periodic regulatory reports, cash management, and debt management reports, year-end, and audit reporting requirements.
- Assume responsibilities and provide support for other office functions in the event of temporary absence of other office staff.
- Assist the Treasurer/Collector in the daily administration of the office.

Performs all other related work as may be required or assigned.

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

- Associate degree in business administration or related field.
- 3 years of progressively responsible experience in finance, banking, public or business administration. Demonstrated experience with financial management systems and common office software applications.
- Certification, or the ability to obtain certification, from the Massachusetts Collector-Treasurer Association in both the Treasury and Collection function.
- Or any combination of education and experience demonstrating equivalence.

**Special Requirements:**

- Must be able to be bonded
- Must be a citizen of the United States in accordance with Massachusetts General Laws Chapter 41 Sections 39A & 39C.

**Knowledge, Ability and Skill:*****Knowledge:***

- Accuracy in working with numbers and details.
- Customer service (internal and external) and handling confidential and sensitive matters.
- Data processing, word processing, spreadsheet, data, graphic and presentation applications, and relevant computer and software application skills necessary to be effective in the position.
- Data compilation, reporting, and analysis.
- Reconciliation of accounts and data, and activity/transactions of self and others.
- Financial and office administration and coordination.

***Ability:***

- Grow in the position and improve & master the knowledge & skills referenced above.
- Partner with the Treasurer/Collector to share accountability for Treasurer/Collector division functions and results, including achievement of division and departmental goals and objectives.
- Provide temporary supervision of office tasks and administration in the absence of the Treasurer/Collector.
- Ability to be bonded at an appropriate level for the liability and responsibility associated with the position.
- Prepare financial reports, analyze, reconcile, and activity reports.
- Examine, analyze, interpret, and verify financial documents and transactions.
- Exercise confidentiality, discretion, and good judgment.
- Appropriately prioritize multiple tasks, complete work promptly, and meet deadlines.
- Take initiative and work independently within prescribed guidelines, as well as work collaboratively with others.
- Problem-solve and apply requirements provided by applicable guidance to the situation.
- Communicate effectively, professionally, and maintain cooperative relationships with town staff (peers, supervisors, subordinates), vendors and contractors, and the public.
- Learn and adapt to changes in financial and/or compliance requirements and to software applications used by the Town.
- Research and analyze information and communicate results and recommendations in written and oral form and presentations.
- Organize and maintain confidential, financial, and standard files and records.

***Skill:*** Excellent customer service, financial, communication, and organizational 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 essential functions.*

While performing the duties of this job, the employee is frequently required to sit, walk, communicate, or hear; must be able to handle, or feel objects, tools, or controls; and reach with hands and arms. The employee must occasionally lift and/or move objects weighing up to 15 pounds. Vision and hearing at or correctable to normal ranges. This position requires the ability to operate a keyboard at an efficient speed.

**Supervision:**

*Supervision Scope:* Performs various duties requiring a thorough knowledge of departmental operations and the exercise of considerable judgment to independently complete assigned tasks, and to analyze the facts or circumstances surrounding issues not clearly defined by established procedures.

*Provided:* Works under the general supervision of the Town Treasurer/Collector, by town policies and bylaws, applicable Massachusetts General Laws, and relevant State, federal, and local regulations and standards; the Assistant Treasurer/Collector is familiar with the work routine and uses initiative in carrying out recurring assignments independently with specific instruction. The supervisor provides instruction for new or unusual assignments. Duties require the exercise of judgment & discretion within prescribed policies and practices, although unusual situations are referred to the supervisor for advice and further instructions.

*Performed:* Duties provide for regular ongoing support of assigned financial functions throughout Town departments and is expected to resolve functional conflicts and coordinate work with others, as necessary. Assures the accomplishment of finance functions and assigned work by documented or otherwise established policies and procedures.

*Judgment:* Numerous standardized practices, procedures or general instructions govern the work performed and, in some cases, may require additional interpretation. Judgment is required to locate, select, and apply the most pertinent practice to work performed or to address new or unusual circumstances within the limits of established guidelines, practices, policies, procedures, or direction from the supervisor and/or Town Administration.

**Job Environment:**

*General:* Work is performed in a municipal office setting subject to frequent interruptions. The position may occasionally require working beyond normal business hours to attend meetings or related functions. The position operates standard/common office and computer equipment and software applications. Receives training to operate specialized applications as utilized.

*Environment & Occupational Risk:* Light to moderate physical effort required to perform duties. The minimal physical effort associated with office duties. As such, duties present little potential for injury, minimal occupational hazard, and have the level of occupational risk exposure associated with a municipal office environment having frequent contact with town employees and with others.

*Contact:* The position frequently interacts with co-workers, department heads, and employees in all departments in explanation of procedures and guidelines, and in the coordination and support of work. The position also interacts with the public, vendors and contractors, civic leaders, volunteers, and other local, state, and federal officials. The position must maintain a positive image of the Town and its managers and exercises significant courtesy, tact, discretion, and diplomacy in addressing and discussing controversial or sensitive matters, resolving complaints, or addressing uncooperative/uninformed persons.

*Confidential Information:* This position has access to departmental-level confidential files, employee payroll files, as well as potentially sensitive investigative reports. Has access and information relative to collective bargaining, lawsuits, and personnel actions.

*Complexity:* Work consists of the practical application of a variety of concepts, practices, and specialized techniques relating to a professional or technical field. Assignments typically involve the evaluation and interpretation of factors, conditions, or unusual circumstances; inspecting, testing, or evaluating compliance with established standards or criteria; gathering, analyzing, and evaluating facts or data using specialized fact-finding techniques; or determining the methods to accomplish assigned work.

Errors could result in missed deadlines, adverse public relations, delay or loss of services, personnel conflict within the organization, adverse impacts on employees, legal repercussions, and monetary loss.

*(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.)*

*Approved by Personnel Committee on 08/09/2023*