

TAX COLLECTOR/MUNICIPAL AGENT

Position Purpose

The purpose of this position is to perform administrative and technical work involving the collection of all taxes due to the town. Performs all other related work as required. A Tax Collector is responsible for maintaining and improving upon the efficiency and effectiveness of all areas under his/her direction and control. Municipal Agent position serves as a state sub-station agent for motor vehicle registration. Assists in maintaining customer records on computer.

Supervision

Supervision Scope: Performs varied and responsible functions requiring the exercise of independent judgment and initiative in situations not clearly defined by precedent or established procedures.

Supervision Received: Works under the administrative direction of the Town Manager, and in accordance with the provisions of the New Hampshire General Laws and the rules and regulations of the State's Department of Revenue, Town ordinances and all relevant federal, state and local regulations and standards.

Supervision Given: None.

Job Environment

Work is performed under typical office conditions, with frequent interruptions; work environment is moderately noisy.

Operates standard office equipment, including computers, copier, and calculators.

Makes frequent contact with the general public, other town departments, banks, mortgage companies, state agencies and professional organizations; contacts are in person, by telephone and in writing and require discussing routine and semi-complex information.

Has access to department-level confidential information; the application of appropriate judgment, discretion and professional office protocols is required.

Errors could result in significant confusion and delay, loss of department services and have town-wide financial repercussions and could result in exposure for certain legal liabilities.

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.)

Responsible for all duties related to the collection of Town taxes that have been committed by the assessors and finance, including real estate taxes, excise taxes, and personal property taxes. Prepares and sends out periodic billings; prepares and sends demand notices to delinquent taxpayers and initiates appropriate action as necessary. Prepares municipal lien certificates.

Receives payments from taxpayers in person and by mail. Maintains all appropriate records. Balances and reconciles receivables to cash receipts and bank deposit.

Maintains monthly proof of all activities involving taxes; payments, abatements, and refunds.

Processes tax deed notices, certified mailing and maintains all records.

Processes mortgagee notices and certified mailing for liens and deeds.

Executes tax lien and records at registry of deeds. Executes tax deeds and records at registry of deeds.

Prepares MS-61 report; Department of Revenue. Prepares all reports for yearly audit.

Accepts and maintains records for veteran credits.

Accepts and maintains records for elderly exemptions.

Accepts and maintains bankruptcy and foreclosure notices.

Assists elderly with filing for the low- and moderate-income forms.

Maintains yearend report of all accounts for town report.

Plans, organizes and implements tax collection procedures, including tax title and foreclosure procedures, as established by state law and internal regulations.

Responds to citizen requests for information concerning calculation of tax bills, payment schedules, and other matters relating to municipal collections.

Has responsibility for developing and administering department budget.

Attends Collector's conferences, meetings and seminars to keep abreast on all activities and responsibilities of the Tax Collector.

Performs similar or related work as directed.

Motor Vehicle Agent Duties and Responsibilities:

Serves as a state sub-station agent for motor vehicle registration. Assists in maintain customer records on computer.

Issues permits and licenses in accordance with the state law and town ordinances, (e.g., marriage intentions and licenses, dog licenses. Files motor vehicle registrations, title applications, rabies certificates, etc.

Recommended Minimum Qualifications

Education, Training and Experience:

Bachelor's degree in accounting or finance; strong knowledge of bookkeeping and accounting; 3 years of prior experience in municipal government is preferred; or an equivalent combination of education, training and experience.

Special Requirements:

New Hampshire Driver's License

Ability to become bonded

Certification by the New Hampshire Collectors Association is preferred

Knowledge, Ability and Skill:

Knowledge: Thorough knowledge of the principles and practices of financial management and knowledge of the methods and procedures of municipal collections. Knowledge of the relevant New Hampshire General Laws and Town of Lincoln laws. Working knowledge of computer applications for financial management.

Ability: Ability to keep accurate and detailed records. Ability to establish and maintain effective working relationships with town employees, members of the banking and real estate community, officials, and the general public. Ability to provide a high level of customer service in resolving billing issues. Ability to communicate effectively in written and oral form.

Skill: Strong interpersonal and effective communication skills. Basic skill in utilizing financial software applications.

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.

Tasks require the ability to exert light physical effort in sedentary to light work, which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5 - 10 pounds). Tasks may involve extended periods of time at a keyboard or workstation. Some tasks require the ability to communicate orally. Requires the ability to operate, maneuver and/or control the actions of equipment, machinery, tools, and/or materials used in performing essential functions.

(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 requirements of the job change.)