

TOWN OF CANTON

TITLE: Tax Collector

CLASS: Department Head/ Exempt

DEPARTMENT: Office of the Tax Collector

DATE: April 14, 2015

POSITION DESCRIPTION

The position, appointed by the Board of Selectmen in consultation with the Chief Administrative Officer, and under the general and functional direction and supervision of the Chief Administrative Officer, is responsible for the collection of revenue in accordance with Connecticut General Statutes, municipal charter and local ordinances.

ESSENTIAL JOB FUNCTIONS

- Plans, organizes and directs work involved in established collection cycle to ensure timely and accurate billing, payment and accounting of assessed taxes.
- Monitors records of delinquent taxes; arranges and approves payment plans for delinquent taxpayers; initiates enforcement procedures against delinquent taxpayers, in consultation with Town Attorney.
- Coordinates with Town Assessor the recording of new or amended property information.
- Annually reconciles tax rate book with Assessor's abstract and prepares tax suspense list.
- Prepares and files statutorily required reports with appropriate State agencies such as Office of Policy and Management.
- Prepares tax warrants, suspense items and statements of uncollected taxes.
- Prepares and files lien certificates.
- Formulates and prescribes policies, work methods, and procedures for subordinates in the collection of property tax revenues and other Town revenues including preparation of bank deposits.
- Interfaces with Assessor's Office, Finance Department, Town Clerk and the Water Pollution Control Authority on a regular basis.
- Responsible for development, distribution and filing all required reports, lists, legal, notices and other required documentation.
- Responsible for management and supervision of Departmental personnel; evaluates job performance and completes performance appraisals.
- Assigns collection duties to staff supervised; audits daily work including daily deposits, voided payments, etc.
- Prepares annual budget request and responsible for controlling approved budgetary expenditures.
- Prepares a variety of reports for the Board of Selectmen, Chief Administrative Officer, and state agencies.
- Performs related work as required or requested by the Chief Administrative Officer.
- May perform additional tasks and duties as necessary and/or requested.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

- Commitment to excellence in customer service.
- Extensive knowledge of the State of Connecticut statutes relating to the functions of revenue collection.
- Thorough knowledge of contemporary procedures and practices of revenue collection.
- Thorough knowledge of modern office practices, including the handling and accounting of large sums of money.
- Ability to apply State and federal laws, town ordinances, departmental policies, procedures, rules and regulations to determine necessary action.
- Ability to digest, review and disseminate large quantities of information to the proper authorities.
- Ability to handle and process high volume of paperwork accurately and efficiently and maintain complex file and record systems.
- Ability to perform basic mathematical computations.

- Ability to communicate effectively with the public, and an ability to establish and maintain effective working relationships with Town officials, staff, the general public and Town Hall patrons.
- Ability to monitor new issues and techniques appropriate to Tax Collector functions and responsibilities.
- Ability to understand municipal operations and budgetary impacts.
- Ability to operate data and word processing equipment and computer terminal(s) to access, process and retrieve information contained in file records and computer databases.
- Knowledge and ability to analyze problems and develop and implement programs and activities to address these problems.
- Ability to train, assign, supervise and evaluate office staff effectively.
- Ability to communicate effectively both orally and in writing.
- Ability to make decisions on resource allocation and programs in an environment of limited resources and competing claims.
- Ability to greet the public and offer assistance.
- Sufficient knowledge of the community to serve the public.

REQUIRED PHYSICAL AND MENTAL EFFORT AND ENVIRONMENTAL CONDITIONS

The work environment characteristics described here are representative of those employees encounter while performing essential functions of the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is moderate. The employee is occasionally exposed to wet and/ or humid conditions or airborne particles. Business travel may be required. Much of the work is sedentary in nature. The employee will be required to provide his/ her own transportation. The employee may be required to work additional hours beyond regularly scheduled work day to meet cyclical workload. The work will include extended periods of time viewing a computer video monitor and/ or operating a keyboard. There is on-the-job stress; especially meeting report deadlines, working in an office with continuous interruptions, and meeting with taxpayers. The employee needs the ability to concentrate on fine detail despite considerable interruption.

REQUIRED MINIMUM QUALIFICATIONS

The skills and knowledge required would generally be acquired with a Bachelor's Degree in Accounting, Business or a closely related area, with three years of tax office experience including one year of supervisory experience; or Associates Degree in Accounting, Business, or a closely related field with five years of tax office experience, including one year of supervisory experience.

LICENSE OR CERTIFICATE:

- Must possess a valid driver's license.
- Possession of Certified Connecticut Municipal Collector (CCMC) designation, or the ability to attain such designation within three (3) years of appointment.
- Must be bondable in accordance with Connecticut General Statutes.

Note: The above description is illustrative only. It is not meant to be all-inclusive.