



Job Description

Position: Tax Collector
Primary Location: Town Hall
Employment Status: Full-time, Salaried, Exempt
Reports To: Finance Director
Description Updated On: October 28, 2021

Summary/Objective

Plans, directs, and oversees the functions of the Tax Collector's office in accordance with state statutes and Town by-laws. Plans overall department activities to ensure the accurate and timely processing of collections received. Establishes, implements, and controls tax collection policies and procedures. Responsible for the collection of real estate, personal property, excise and other taxes and fees. Issues invoices, initiates collection activities, and handles escalated complaints from taxpayers.

Essential Functions

- Accepts all commitments, abatements, and exemptions from the Board of Assessors office.
- Collects the Town's real estate, personal property, excise, supplemental, and other tax bills; reviewing and revising tax bills as needed.
- Administers sewer and income and expense liens.
- Administers municipal lien certificates.
- Plans, schedules, and implements the issuance of demands and warrants on real estate, personal property and excise taxes.
- Plans, schedules, and implements tax title proceedings.
- Prepares departmental budget and administers approved funds.
- Maintains cash book and commitment book for all tax levies and deposits daily funds.
- Reconciles over-the-counter, online, and lockbox bank statements.
- Reconciles all balances quarterly with the Finance Director.
- Prepares and submits quarterly survey of property tax collection to the U.S. Department of Commerce/U. S Census Bureau.
- Prepares and submits files to Deputy Collector for all tax billings.
- Prepares and submits files to Deputy Collector for unpaid excise taxes to be marked at the Registry of Motor Vehicles.
- Reconciles with Deputy Collector yearly on collection of warrants billed.
- Prepares and submits past due personal property tax reports to the legal department in preparation of small claims court.
- Prepares a variety of related reports and records reflecting activities of the Tax Collector's office as required.
- Occasionally produces records for and appears in District Court.

- If maintaining certification, attends required meetings and annual training for the Massachusetts Collector/Treasurer Association.

Required Qualifications, Education, and Experience

Bachelor's a degree in Business Administration. A minimum of three (3) years of experience in a municipal collector's office, accounting or bank setting or any equivalent combination of education, training and experience which provides the knowledge, skills and abilities to perform the essential functions of the job.

Preferred Qualifications, Education, and Experience

Ability to be bonded; certification as a Massachusetts Tax Collector is preferred.

Knowledge, Skills & Abilities

- Knowledge of municipal financial policies and procedures and applicable provisions of the Massachusetts General Laws pertinent to the operation of the Tax Collector's office. Knowledge of automated municipal systems, such as Data National. Demonstrated knowledge of accounting practices and collection techniques. Knowledge of related statutes, by-laws, regulations, policies, and procedures.
- Skill and accuracy in working with numbers and details, data processing, word processing, spreadsheets, and data management; organizational, supervisory and financial management skills required. Working knowledge of municipal accounting and bookkeeping principles a must.
- Ability to:
 - Interact appropriately and tactfully with the general public and other Town departments;
 - Communicate effectively both verbally and in writing and to establish and maintain positive public relations for the Town;
 - Maintain detailed records and prepare reports;
 - Work effectively under time constraints to meet deadlines;
 - Work independently, analyze issues, and develop relevant and realistic plans, programs and recommendations;
 - Multi- task in an environment with high traffic both in person and by telephone.

Physical and Mental Job Requirements

- Work effort involves sitting to perform work tasks. Periods of stooping, kneeling, walking, and standing. Occasional lifting, pushing, or pulling of objects.
- Mental requirements:
 - Understand and apply routine verbal and/or written instructions
 - Understand and apply non-routine verbal and/or written instructions
 - Understand complex problems and collaborate to explore alternative solutions
 - Organize actions to complete sequential and/or routine tasks
 - Organize and prioritize individual work schedule to manage multiple tasks and/or projects
 - Organize and prioritize the work schedules of others to manage multiple tasks and/or projects
 - Make decisions that have an impact on the individual's work
 - Make decisions that have an impact on the immediate work unit's operations and/or services
 - Make decisions that have significant impact on a department's credibility, operations, and/or services
 - Communicate and exchange routine/basic information
 - Communicate and explain a variety of information
 - Communicate in-depth information for the purpose of interpreting, and/or negotiating
 - Memorization/concentration
 - Learning/knowledge retention

- Preparing/analyzing numerical figures
- Emotional/behavioral self- regulation
- Interacting with others

Work Environment

- The functions of this role are conducted in an office environment.

Hours of Work

- This role is paid on a salaried basis.
- Typically, full-time salaried employees work 35 hours during a Monday through Friday workweek. However, this is a salaried position, and the individual is expected to work as required to complete the duties of the position; this may mean hours beyond 35 per week are required.

AAP/EEO Statement

The Town of Milford is committed to a firm policy in favor of equal employment opportunity and will abide by all applicable state and federal regulations by not discriminating against any applicant or employee on the basis of race, religion, color, creed, sex, age, national origin, citizenship status, marital status, sexual orientation, gender identity and expression, disability or veteran status. Our commitment to equal employment opportunities shall include employment, upgrading, promotion, demotion, transfer, leaves or other absences from work, layoff, compensation and benefits, selection for training or other education, professional opportunities, and conflict resolution.

It is also the policy of the Town of Milford to take affirmative action to employ and to advance in employment, all persons regardless of their status as women, minorities or individuals with disabilities or protected veterans, and to base all employment decisions only on valid job requirements.

Please inform us of any necessary accommodations required during the application process and/or at any time during employment.

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

Signatures

Employee signature below constitutes employee's understanding of the requirements, essential functions, and duties of the position.

Employee_____ Date_____

Hiring Manager_____ Date_____