

# TOWN OF DURHAM

## EMPLOYMENT ANNOUNCEMENT

### ASSISTANT TAX COLLECTOR

The Town of Durham is accepting applications or resumes for the position of Assistant Tax Collector. This is a part-time (equal to 20 hours per week.) union position with benefits and a flexible work schedule set by the Tax Collector. See job description for qualifications and job functions.

**Position Title:** Assistant Tax Collector      **Department:** Office of the Tax Collector  
**Starting Rate:** \$26.04 per hour (grade 2)      **Work Schedule:** varies weekly with workload

**Qualifications:** Must have a High School Diploma or GED with more than 3 years' increasingly responsible work experience preferably in bookkeeping, banking and customer service or working in a municipal Collector's office; or any equivalent combination of education, work experience and training.

**Special Requirements:**

Connecticut Municipal Tax Collector Certification or ability to attain it within three years of appointment to position desired. Must be bondable.

All qualified and interested individuals are encouraged to apply.  
To apply, submit an application and resume to: Martin French, Tax Collector.  
Town of Durham, P.O. Box 428, Durham, CT 06422-0428.

**Applications and resumes will be accepted until: position filled**

Equal Opportunity Employer –ADA compliant facility

### Job Description

**Position Purpose:**

The purposes of this position are to perform responsible bookkeeping, technical and clerical work under supervision collecting all current and delinquent tax revenues consistent with policies and procedures and applicable laws and statutory responsibilities of tax collection. The work involves the billing and collection of Personal and Property tax revenues; recording such revenues and maintains records pertinent to the collection function; calculating any interest or penalties, recording, and reconciling of all receipts; answering customer inquiries pertaining to the collection of taxes. The Assistant Tax Collector is responsible for maintaining and improving upon the efficiency and effectiveness of all areas under his/her direction and control.

**Supervision:**

*Supervision Scope:* Performs a wide variety of routine, technical and administrative responsibilities requiring knowledge of automated and manual collection of taxes. Requires the ability to work independently after learning the responsibilities

*Supervision Received:* Works under the direction of the Tax Collector; follows established state regulations where appropriate and instructions as provided.

*Supervision Given:* None

**Job Environment:**

Administrative and technical work is performed in a moderately noisy office with regular interruptions during the day from the general public at the counter, and sometimes to deal with citizens' issues and inquires.

Requires the operation of telephones, computers, copiers, facsimile machines, and other standard office equipment.

Makes constant and periodic contact with other municipal departments, state officials, attorneys, paralegals, title searchers, real estate agents, bank/mortgage representatives, computer vendor and the general public; communication is frequently in person, by telephone, email, fax and through letters.

**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.)*

- Participate in the billing and collection of real, motor vehicles and personal property taxes by handling collections at office counter and through the mail
- Receive, record money from tax payments; process, maintain and reconcile records of taxes received with bank deposits and computer records
- Prepare tax bills for mailing based on Town Grand List provided by Assessor, which includes updating addresses, processing certificates of correction, linking bills into statement format through use of computer system; participate in mailing of tax bills, which includes stuffing and metering envelopes
- Receive and verify payments and bills agree, post payments into computer; follow-up with taxpayers, mortgage companies and banks on unpaid balances or payment discrepancies such as refunds or overpayments
- Investigate tax delinquencies; follow collection procedures in accordance with local ordinances and state statutes including letters, phone calls, research of land records, working with State Marshall, Town Attorney, or other collection agencies
- Meets with the public to explain tax collection policy, procedures, and law; investigate and resolve complaints verbally and in writing
- Works with Assessor's office in the recording of new or amended property information; works with Motor Vehicle Department about changes of vehicle ownership and delinquent motor vehicle taxes
- Serve as acting Tax Collector during absences of Tax Collector if Certified
- Assist Tax Collector with oral and written special and routine reports to State, Federal and Town officials as required.

**Other Functions:**

- Performs similar or related work as required, directed or as situation dictates.
- Continue professional development
- Assists other departments, offices or staff as needed to promote a team effort to serve the public

## **Minimum Required Qualifications:**

### **Education, Training and Experience:**

Must have a High School Diploma or GED with more than 3 years' increasingly responsible work experience preferably in bookkeeping, banking and customer service or working in a municipal Collector's office; or any equivalent combination of education, work experience and training.

### **Special Requirements:**

Connecticut Municipal Tax Collector Certification or ability to attain it within three years of appointment to position desired. Must be bondable.

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

*Knowledge:* Have or ability to obtain knowledge of the principles and practices of municipal tax collection; have or ability to obtain knowledge of tax laws, rules, and regulations; have or ability to obtain thorough knowledge of data processing techniques and applications in municipal tax collection; considerable knowledge of accounting/bookkeeping principles and practices; thorough knowledge of office data processing systems

*Ability:* Ability to interpret laws and ordinances governing tax collection procedures; ability to utilize data processing applications as they related to the functions of the Collector's Office; ability to prioritize department operations to meet established statutory deadlines; ability to deal effectively with the people, handle customer service, dispute resolution and difficult taxpayers; ability to prepare reports for department; ability to handle details and arithmetic calculations; ability to work independently

*Skill:* Excellent verbal and written communication skills; aptitude for working with numbers and details; skill in using the above-mentioned office equipment and computer systems; skills associated with the dealing with people and maintaining effective working relationships with various groups; basic skills in accounting and bookkeeping.

### **Errors and Omissions:**

Errors in judgment or omissions could result in delay of services or rework, monetary loss, and legal ramifications

### **Physical and Mental Requirements:**

The work is primarily of an intellectual nature but requires a variety of physical capabilities. While performing the duties of this job, the employee is frequently required to sit, stand, use hands to finger and talk or hear; occasionally required to walk, kneel, handle objects; and reach with hands and arms. The position involves frequently moving from a sitting position to standing position. The employee must occasionally lift and/or move up to 20 pounds. Specific vision abilities required by this job include close and distance vision. This position requires the ability to operate a keyboard and calculator at efficient speed. The employee must be able to hear normal sounds, distinguish sound as voice patterns and communicate through human speech using American English.

*(This job description does not constitute an employment agreement between the employer and employee. It is used as a guide for personnel actions and is subject to change by the employer as the needs of the employer and requirements of the job change.)*