



# Town of Pepperell

## Collector Assistant

**Job Title:** Collector Assistant  
**Supervisor:** Treasurer/Collector  
**Hours Worked:** Full Time (40 Hrs.)

**Department:** Collections  
**Salary:** Grade 6 \$22.07 – \$29.74  
**FLSA Status:** Non-Exempt

Collector Assistant

### **Position Purpose:**

The purpose of this position is to provide skilled accounting and clerical work in assisting the Treasurer/Collector to discharge the duties of the office. The Collector Assistant 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 variety of responsible duties involving the application of prescribed procedures in the receiving, collecting and accounting for Town revenues and payment of Town funds; employee exercises considerable judgement to work independently.

*Supervision Received:* Works under the general direction of the Treasurer/Collector and in accordance with applicable Massachusetts General Laws, Town policies, Town bylaws, and relevant state, federal, and local regulations and standards. Employee generally establishes own work plan and completes work in accordance with established departmental policies and standards; only unusual cases are referred to supervisor. The position is subject to review and evaluation according to the Town personnel plan.

*Supervision Given:* None

### **Job Environment:**

Work is performed under typical office conditions; work environment is moderately noisy.

Operates computer and general office equipment, such as calculator, copier, facsimile machine and telephone.

Makes frequent contacts with other Town departments, and banking and legal professionals; communication is in person, by telephone, and via the mail. Most contacts require an information exchange dialogue.

Has access to department-related confidential information which requires the application of appropriate judgement, discretion and professional protocols.

Errors could result in confusion and delay in receiving municipal funds and in meeting municipal liabilities and require considerable time and effort to identify and correct.

**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.)*

Receives and accounts for all tax payments and other municipal revenues received in the office and through the mail; calculates interest and charges on overdue bills.

Answers inquiries from taxpayers over the telephone, in writing and at the counter.

Maintains records of receipts, abatements and refunds; balances and deposits funds received and collected daily; enters information into cash book and posts to proper accounts. Works with a computerized collections and receipt system as well as a manual system for some collections.

Reviews and updates commitment sheets on the computer prior to printing real estate and personal property tax bills, and excise tax bills; prints, bursts, and mails bills.

Prepares and mails demands for unpaid taxes; prepares various legal forms and papers including tax title and motor vehicle excise delinquency notices; prepares municipal liens as necessary.

Balances and prepares weekly turnover report of all tax payments to the Treasurer.

Utilizes computerized payroll procedures; prepares and mails checks for accounts payable on approved warrant; prepares accounting records with monthly and quarterly reports.

Operates and accounts for postage meter for all outgoing Town mail.

Performs similar or related work as required, directed or as situation dictates.

**Recommended Minimum Qualifications:**

**Education, Training and Experience:**

High school education and three years of experience in the specialized field of municipal accounting; or an Associate degree with courses in accounting; or any equivalent combination of education and experience.

**Knowledge, Ability and Skill:**

*Knowledge:* General knowledge of the laws and methods pertaining to municipal finance and municipal accounting. Working knowledge of computer applications for accounting and financial management. General knowledge of the organization, operations, and procedures of local government helpful.

*Ability:* Ability to handle inquiries and/or complaints tactfully and effectively. Ability to maintain complex records and prepare reports from such records. Ability to maintain effective accounting procedures. Ability to carry out assigned projects to their completion. Ability to communicate effectively verbally and in writing. Ability to work well with employees in all departments.

*Skill:* Skill in all of the above referenced methodologies, equipment and systems. Aptitude for numbers and details. Good organizational and communication 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 and talk and listen; required to walk, use hands to finger, handle, or feel objects, tools, or controls; and reach with hands and arms, bend and stretch to reach low and high shelves. Employee must have the ability to use a keyboard at an efficient speed. The work requires lifting print and other materials, office equipment and supplies weighing up to 10 pounds and being able to carry a reasonable quantity of materials from places where they are stored to places where they may be used. Intermittent reaching, crouching, and similar activities. Vision and hearing at or correctable to normal ranges.

*(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).*