

## **TOWN OF WAYLAND POSITION DESCRIPTION**

**Title:** Department Assistant – Treasurer/Collector

**Department:** Treasurer/Collector

**Appointing Authority:** Town Administrator

**Affiliation:** AFSCME 2

**Grade:** C-14

**Personnel Board Approved:** 7/13/99

**Personnel Board Revised:** 2/12/07\*\*

**Effective Date:** 12/7/15

### **Summary of Duties**

Processes revenue for the Town of Wayland; performs a variety of skilled semi-complex and complex bookkeeping, cashiering, record keeping, and clerical support work; work is of a participatory nature, requiring thorough knowledge of departmental operations; all other related work as required.

### **Supervision Received**

Works under the general supervision of the Treasurer/Collector; follows department rules, regulations and policies; requires the ability to plan and perform operations; independently completes assigned tasks according to a prescribed time schedule.

Performs varied and responsible functions requiring the exercise of some judgment and initiative in situations not clearly defined by precedent or established procedures; refers the more difficult customer service requests to supervisor.

### **Supervision Exercised**

None

### **Job Environment**

Work is performed under typical office conditions; work environment is busy with frequent interruptions.

Operates standard office equipment, including personal computers, typewriters, facsimile machine, copier, and calculators.

Has frequent contact with the general public, other Town departments, the Deputy Collector, banks, mortgage companies and attorneys; contacts are in person, by telephone and in writing and require discussing routine and semi-complex information.

Has access to some department-oriented confidential information pertaining to citizens and employees.

Errors could result in serious monetary loss to the Town, confusion and delay of service, and legal repercussions.

### **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.*

Processes cash receipts for all residential and commercial properties; prepares month end reports and year end reports for accounting department and outside auditors.

Provides customer service, handles, processes and accounts for all Town of Wayland receivables.

Answers inquiries and assists the general public and other Town offices by providing information or making referrals.

Performs all general clerical duties, including typing, filing, data entry, answering the phone, opening and delivering mail, etc; processes appropriate information and forms to Finance Director/Town Accountant's office and other Town departments.

Balances Collector's cash and receivables on a daily basis; enters data into Quicken, reconciles various accounts payments and records; resolves any payment discrepancies.

Keeps balances of all departmental turnovers and reports same to the Finance Director; reconciles various accounts, payments and records.

Posts payments to accounts by computer.

Collects and posts all Water receivables.

Balances and closes accounts on a weekly basis; balances all collector receipts at month end for reporting to accounting office.

Oversees and processes lockbox payment; prepares and mails small billing commitments and demand notice bills; prepares and mails Municipal Lien Certificates daily; prepares and sends delinquent file to Deputy Collector.

Issue tax bills, demand notices and various dunning notices; prepares all real estate and property commitment bills on a quarterly basis.

Assists in the preparation of Tax Title taking notices; researches all known owners; posts information; prepares a list of delinquent taxpayers for publication.

Assists the Police Department with the collection of police detail funds.

Maintains Water billing database for the purpose of issuing bills; issues, processes and distributes all cyclical and off-cycle Water bills to system users; responds to resident inquiries following initial resident billing queries with the Water Department.

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

### **Recommended Minimum Qualifications**

#### **Education:**

High school diploma; Associate's Degree in a related field of endeavor preferred.

#### **Experience:**

Over two (2) years of experience in bookkeeping, accounts receivables or financial record keeping work

#### **Substitutions:**

#### **Licenses/Certificates:**

None

#### **Knowledge, Abilities and Skills:**

Knowledge of office procedures and office equipment.

Familiarity with municipal accounting principles.

Knowledge of the operation of municipal government and the Tax Titles process.

Knowledge of Massachusetts General Laws pertaining to tax titles and collections, bankruptcies and real estate.

Knowledge of standard office practices, procedures and equipment.

Knowledge of standard bookkeeping practices and account maintenance in support of the department; ability to prepare reports and correspondence.

User knowledge of personal computers and Windows-based software programs; skill and ability to operate a personal computer and a variety of office equipment.

Ability to maintain accurate and detailed records.

Ability to multi task, organize, work independently, accomplish tasks and meet deadlines despite frequent interruptions in a fast-paced environment while maintaining attention to detail.

Ability to interact tactfully and effectively with Town employees, supervisors, officials and the general public.

Good communication skills; ability to communicate effectively both verbally and in writing.

Ability to maintain confidentiality of information.

Ability to establish and maintain effective working relationships with employees, supervisors, other departments, officials, and the public and to provide a high level of customer service.

Ability to handle multiple tasks efficiently.

Excellent typing and secretarial skills.

Excellent customer service skills.

Skill in typing and word processing.

Skill in working with numbers and details.

Bookkeeping and record keeping skills.

### **Physical Requirements**

Minimal physical effort demanded in performing duties under typical office conditions. Position requires the ability to operate a keyboard and calculator at efficient speed. Specific vision requirements include close vision and the ability to adjust focus. Ability to sit, stand, walk and hear.

*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.*

**\*\* This job description was reviewed and revised on 2/4/04 for all the aforementioned components with the exception of Physical Requirements. Physical Requirements will be revised under a separate review.**