

Town of Avon

Title: Assistant Collector of Revenue

Department: Finance

Range: 8

Revised: March 2022

Position Definition: Provides exceptional customer service to the public. Provides technical and administrative assistance to the Collector of Revenue in the billing, collecting, and crediting of taxes and related billings or charges; and assumes responsibility of the Office of the Collector of Revenue in the absence of the Collector.

Supervision Received: Receives general supervision from the Collector of Revenue, performs duties independently, and sets priorities of work tasks within general work assignment.

Supervision Exercised: Provides general supervision to clerical support staff.

Examples of Essential Job Duties:

Performs administrative and clerical tasks in the preparation and printing of tax bills for real estate, personal property, motor vehicle and supplemental motor vehicle lists, and in the sorting, collating, and mailing of tax bill, and sewer use charges. Receives, posts and reconciles payments daily. Processes revenue on a daily basis to Town Accountant.

Prepares and maintains automated and manual records regarding taxes, sewer use, revenue, and assessment information. Performs arithmetic computations requiring absolute accuracy to examine, verify and correct tax amounts and charges as necessary. Searches land records to assure accuracy of property information. Enters and updates information on a daily basis into the Town's Revenue Collection system.

Assigns work to support clerical staff. Assists staff by checking work output, responding to their inquiries, and instructing them in policy, process, and legal changes. Interacts with other department's employees in receiving and processing revenues received, reconciling amounts received with reported information, and makes adjustments as necessary.

Assists the Collector of Revenue in the identification of delinquent taxpayers. Prepares delinquent tax notices and filings. Contacts delinquent taxpayers by telephone or in person, to effect payments and to arrange payment plans. Refers delinquent taxpayers to the Collector of Revenue as necessary.

Performs collection and information duties at the front counter. Provides customer service to taxpayers and receives and processes payments. Responds to public inquiries concerning tax policies and procedures, and provides information to attorneys, bank officials, and the general public. Balances cash drawer at the end of each business day.

Assists the Collector of Revenue in the preparation of reports to the Town Manager, Director of Finance, various Boards and Commissions, and to state and federal agencies as required.

Analyzes office work processes including those related to the Town's Revenue Collection system, applications, and equipment; and recommends improvements as necessary. Maintains awareness of changes in technology to assure system efficiency. Assists with implementation of new system applications.

Receives and processes mail, and screens telephone calls and visitors for the Collector of Revenue. Resolves taxpayer issues when possible, and refers involved matters to the Collector of Revenue.

Participates in professional Collector of Revenue organizations and in related training opportunities.

Performs backup or relief tasks in all functional areas of department as necessary. Performs general office clerical tasks. Operates standard office equipment, such as computers, copy machines, calculators, etc. Performs other related duties as directed.

Knowledge, Skills, and Abilities: A working knowledge of budgeting, accounts receivable, and accounts payable cycles using municipal fund accounting/bookkeeping systems is desirable. Strong analytical, data entry, and written and verbal skills required as well as a working knowledge of general office procedures. Must be skilled in performing complex arithmetic calculations, including ratios, rates, and decimals. Must be able to apply the principles of revenue collection to resolve practical problems and to deal with a variety of concrete variables in situations where only limited standardization exists. Must be able to maintain financial records of some complexity and to prepare reports and statements. Ability to interpret a variety of instructions furnished in written, oral, and diagrammatic or schedules form. Ability to respect confidentiality of privileged information. Must have strong oral, written and interpersonal communications skills, and be able to relate to staff and the public in a positive manner.

Physical, Mental Exertion/Environmental Conditions: Performs duties in an office environment. Routinely and intermittently exposed to a computer screen, and must take periodic breaks from screen. May be required to lift and move light to medium weights, for example, ledgers, office supplies, etc. Must be able to sit or stand at counter for long periods of time. Uses repetitive motions in operating office equipment, including keyboards, calculators, check signers, fax machines and copiers. There is some stress in meeting deadlines and in interacting with members of the public, especially in regard to delinquent tax bills or other charges.

Minimum Qualifications Required: Associate's Degree in Business Administration or Accounting, and four (4) years of increasingly responsible experience in collection, billing, bookkeeping, or accounts clerical experience, or any equivalent combination of education and experience. Proficient knowledge of Microsoft Outlook, Word and Excel.

License or Certificate: Must be a Certified Connecticut Municipal Collector (CCMC) or complete certification within four (4) years of appointment. Valid Driver's License.

Note: The above tasks and responsibilities are illustrative only. It is not meant to include every task or responsibility. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties.