

## Town of Avon

**Title:** Collector of Revenue

**Department:** Finance

**Revised:** May 2022

**Position Definition:** Supervises and administers the statutory, charter, and ordinance responsibilities of the Revenue Collection Office, including planning, organizing and supervising the billing and collection of real estate, motor vehicle and personal property taxes, sewer connection fees and sewer use charges and sewer assessments; and receives and accounts for fees and charges collected by the various departments, including all grant funds.

**Supervision Received:** Receives general direction from the Director of Finance. Performs duties independently, making decisions in all areas of tax collection using own technical judgment. Duties are performed in accordance with state statutes and, as appropriate, with federal laws and local ordinances.

**Supervision Exercised:** Assigns work to Assistant Collector of Revenue and to support staff. Reviews work for accuracy and conformance to policies and procedures.

**Examples of Essential Job Duties:**

Generates all items relating to the preparation and processing of Real Estate, Motor Vehicle and Personal Property taxes, as well as sewer system related fees, charges and assessments, in an automated collection system.

Works closely with the Town Clerk, Town Accountant, Assessor, and Town Manager's Office to assure timely receipt and processing of information. Assures that appropriate accounting controls are maintained. Works closely with Information Technology consultants on modifications and new applications in the automated collection system.

Responsible for the monitoring, reconciling and reporting of online tax collection and other related payments processed through the Revenue Collection Office. Addresses requests from financial institutions pertaining to the Revenue Collection Office (i.e. new products, services, etc.).

Supervises the receipt, reconciliation and deposit of collections on a daily, weekly, or monthly basis. Submits regular deposit and reconciliation reports to the Director of Finance. Organizes and maintains a records system to include: receipts and deposits, liens, corrections, adjustments, overpayments, underpayments, reports and audits.

Initiates collection procedures including: personal conferences with taxpayers, follow up demands and lien notices. Files property liens and lien releases on land records as required. Confers with delinquent taxpayers to arrange payment plans. Initiates enforcement procedures as required. Confers with the Town Attorney on tax collection and related matters. May appear in court as representative of Town in disputed matters.

Reports delinquent motor vehicle taxpayers to State of Connecticut Department of Motor Vehicles (DMV) on a regular basis. Provides specialized reports such as motor vehicle “put-ons and take-offs” to the DMV.

Reconciles the Rate Book with Grand List Abstract prepared by the Assessor on an annual basis. Regularly reviews revenue collection policies and procedures to assure operating efficiency.

Prepares monthly reports on real, personal, and motor vehicle tax money collected. Prepares quarterly activity reports and year-end reports. Prepares statistical reports for the Town Manager and the Board of Finance upon request. Prepares annual reports for the State of Connecticut Office of Policy and Management, and for the Town’s independent auditors, including the Tax Collector’s Annual Report. Prepares news releases on tax information. Assists in estimating collection revenues for the Town’s budget.

Recommends an annual operating budget for the Revenue Collection Office, and administers approved budgets. Maintains inventory of office supplies and materials.

#### **Examples of Incidental Job Duties:**

Analyzes office and collection procedures and implements improvements as necessary. May participate in the development of policy, programs, plans, or procedures. Investigates technology improvements and recommends new equipment and applications.

Provides training to employees on collection practices and procedures, as well as changes in related tax laws.

Provides information to attorneys, banking officials and the general public regarding tax policies and procedures.

Operates standard office equipment, such as computers, copy machines, calculators, etc. Performs other related duties as directed.

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

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, and/or governmental regulations. Ability to respond to common inquiries or complaints from the general public, regulatory agencies, or members of the business community. Ability to write routine reports and correspondence. Effectively present information to town administration, public groups, and/or boards. Ability to apply and calculate mathematical concepts such as fractions, percentages, ratios, and proportions to practical situations. Ability to prioritize and analyze data and meet multiple deadlines. Ability to conduct research, analyze and interpret findings, and prepare clear and concise reports. A working knowledge of the application of computer processing programs to tax collection is desirable. Ability to remain calm in stressful situations. Ability to plan, assign and supervise the work of others.

Ability to take a teamwork approach to the job by cooperating with others, offering to help others when needed, and considering larger organization or team goals rather than individual concerns. Includes the ability to build a constructive team spirit and to develop and maintain effective working relationships with people including subordinates, the public, other town departments, realtors, attorneys and bank officials.

**Physical, Mental Exertion/Environmental Conditions:** Performs duties in an office environment. Routinely and intermittently exposed to 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:** Bachelor's degree in Accounting, Business Administration or a closely related field of study, and four (4) years of experience in collection, billing, accounting, or bookkeeping, or seven (7) years of progressively responsible experience as a Collector of Revenue; or any equivalent combination of education and experience which demonstrates possession of the required knowledge, skills and abilities. Thorough knowledge of Municipal, State and Federal laws and ordinances regarding local taxation, tax sale procedures and financial reporting. Considerable knowledge of principles and procedures of governmental accounting. Proficient knowledge of Microsoft Outlook, Word and Excel.

**Preferred:** Working knowledge of QDS.

**License or Certificate:** Must be a Certified Connecticut Municipal Collector (CCMC). 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.