

**Town of Marshfield Massachusetts
Job Description**

Position Title:	Assistant Collector (Administrative Clerk)	Grade Level:	6
Department	Finance	Date:	
Reports to:	Finance Director	FLSA Status	

Statement of Duties: The Assistant Collector is responsible for the collection of municipal revenues including but not limited to real estate taxes, motor vehicle and boat excise and utilities. Employee is required to perform all similar or related duties.

Supervision Required: Under general supervision of the Finance Director , the employee is familiar with the work routine and uses initiative in carrying out recurring assignments independently with specific instruction. The supervisor provides additional, specific instruction for new, difficult or unusual assignments, including suggested work methods. The employee is expected to recognize instances which are out of the ordinary and which do not fall within existing instructions; the employee is then expected to seek advice and further instructions. Reviews and checks of the employee's work are applied to an extent sufficient to keep the supervisor aware of progress, and to insure that completed work and methods used are technically accurate and that instructions are being followed.

Supervisory Responsibility: The employee, as a regular and continuing part of the job, is not required to regularly supervise any Town employees.

Confidentiality: The employee does not have regular access to confidential information such as department records obtained during performance of regular position responsibilities in accordance with the State Public Records Law.

Accountability: Consequences of errors, missed deadlines or poor judgment could result in excessive costs, delay of service delivery, legal repercussions as they pertain to the bankruptcy law, adverse public relations or monetary loss to the Town.

Judgment: Numerous standardized practices, procedures, regulations, or general instructions govern work assignments and in some cases, may require additional interpretation. Independent judgment is needed to locate, select and apply the most pertinent practice, procedure, regulation or guideline.

Complexity: The work consists of a variety of duties in accordance with established operating practices, procedures, regulations or guidelines. The sequence of work and/or the procedures followed vary according to the nature of the transaction and the information involved, or sought, in each particular situation.

Work Environment: The work environment involves everyday discomforts of a municipal office subject to frequent interruptions. Noise or physical surroundings may be distracting, but conditions are generally not unpleasant. The employee is required to work beyond normal business hours in order to attend evening meetings.

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Nature and Purpose of Public Contact: Relationships are primarily with co-workers, Town employees and the public involving frequent explanation, discussion or interpretation of practices, procedures, regulations or guidelines in order to render service, plan or coordinate work efforts, or resolve operating problems. Other regular contacts are with service recipients and employees of outside organizations such as vendors, banks and/or developers/ contractors and representatives of various governmental agencies. More than ordinary courtesy, tact, and diplomacy may be required to resolve complaints or deal with uncooperative or uninformed persons. The employee may furnish the public with routine information such as departmental operating procedures or state regulations.

Occupational Risk: Duties of the job present little potential for personal injury. Risk exposure is similar to that found in a municipal office setting.

Essential Functions:

The essential functions or duties listed below are intended only as illustrations of the various type 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.

Responsible for the receipt, processing and reconciliation of the collection of various municipal tax payments including real estate, motor vehicle and boat excise and utility payments.

Provides assistance to customers over the phone, via email or in person at a counter regarding the department's collections practices and procedures.

Conducts independent research as necessary in response to requests for collection or payment information.

Responsible for receipt and distribution of department mail and the processing of bank deposits.

Recommended Minimum Qualifications:

Education and Experience: Minimum of a High School diploma or equivalent; one to three (1-3) years related work experience; or any equivalent combination of education, training and experience which provides the required knowledge, skills and abilities to perform the essential functions of the job.

Special Requirements: As a condition of employment, the employee must be bonded.

Knowledge, Abilities and Skill

Knowledge: Working knowledge of basic record keeping principles and practices; considerable knowledge of modern office practices including bookkeeping and account reconciliation; knowledge of the operation of office equipment and personal computers; knowledge of office software such as office technology (i.e. word processing, spread sheet and data processing applications) as well as the Internet in support of department operations. Knowledge of state

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statutes, guidelines and regulations pertaining to municipal revenue collections.

Abilities: Ability to exercise mature judgment and make responsible decisions in accordance with established policies and procedures; ability to perform work independently, take initiative and perform multiple tasks in a timely and effective manner; ability to plan and maintain record keeping sequences and systems in a detailed, accurate manner; ability to deal tactfully and effectively with the public and to convey concise and accurate explanations of department policies, operating procedures and legal requirements. Ability to access the Internet to access web sites of various governmental agencies such as the Register of Deeds, Bankruptcy Court, and the State Department of Revenue. Ability to process payments in an accurate and timely manner in accordance with work deadlines

Skill: Proficient oral and written communication as well as analytical skills. Proficient data base management and data entry skills. Proficient customer service skills.

Physical and Mental 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 position's essential functions.

Physical Demands: Little or no physical demands are required to perform the work. Work effort principally involves sitting to perform work tasks, with intermittent periods of stooping, walking, and standing. The employee is required to lift, push or pull objects such as office equipment.

Motor Skills: Duties are largely mental rather than physical, but the job may occasionally require minimal motor skills for activities such as moving objects, operating a telephone system, computer and/or most other office equipment, typing and/or word processing, filing, and sorting of files.

Visual Demands: The employee is constantly required to read documents and reports for understanding and analytical purposes. The employee is rarely required to determine color differences.

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.

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