



Town of Coventry, CT Job Description

Position: Collector of Revenue

Department: Finance

Position Purpose: Administers, organizes and directs the activities of the Revenue Collector's Office as prescribed by State Statutes. Responsible for the timely collection, recording and depositing of all Town funds

Supervision:

- Received:
 - Works under the general supervision of the Finance Director or Town Manager
- Exercised
 - Directly supervises Assistant Collector and Revenue Clerk

Essential Duties and Responsibilities:

- Determines, plans and schedules office work
- Assigns duties and examines work for exactness, neatness and conformance o law, policies and procedures
- Studies and standardizes procedures to improve efficiency of subordinates
- Maintains harmony among workers and resolves grievances
- Prepares and mails bills and receives payments for real estate, personal property, motor vehicle taxes, sewer use, sewer assessment and trash bills while making change and giving receipts
- Adjusts errors and complaints, reviews bills for correctness and accuracy and refigures bills issued improperly
- Explains procedures and fully answers questions of taxpayers, attorneys, and bank personnel both in person and by correspondence regarding tax and fee status of property and payment of taxes and fees
- Serves the public in a professional, courteous, and confidential manner
- Collects revenues for all Town departments and posts to appropriate accounts
- Works closely with the Treasurer to assure funds availability for timely investment
- Balances collections for the day with receipts
- Posts transactions
- Prepares and monitors department operating budget
- Performs clerical tasks such as typing, filing, posting and proofreading
- Collects delinquent real property taxes and fees and types supporting papers
- Maintains accurate records and prepares timely financial and statistical reports
- Calculates interest on late bills
- Validates bills on register or computer, posts balances and analyzes rate book
- Prepares bank deposits

- Prepares back tax statements Prepares lien notices and releases, and suspense list
- Develops adequate payment plans
- Collects sewer assessment fees and sewer usage charges
- Collects current and past due COVRRRA trash fees
- Maintains and updates real estate transfers
- Plans and conducts tax sales
- Attends trainings and professional development to keep apprised of modern techniques and methods

Desired Minimum Qualifications:

- Education, Training, Experience
 - Bachelor’s Degree in Accounting, Business, or a closely related field
 - Four (4) years of clerical bookkeeping, accounting, or collection experience
 - Any equivalent combination of education and experience
 - Must be bondable
 - Must be certified as a Municipal Collector of Revenue by the State of Connecticut
- Knowledge, Ability
 - Knowledge
 - Working knowledge of office methods, procedures, rules, regulations and functions of municipal collections
 - Knowledge of the methods of receiving and accounting for money
 - Knowledge of the Connecticut general statutes pertaining to tax collection
 - Ability
 - Ability to perform arithmetic computations accurately and quickly
 - Ability to communicate effectively verbally and in writing
 - Memory to perform multiple and diverse tasks over long period of time and ability to remember information that has been read, studied, or previously learned
 - Ability to keep accurate financial accounts and records
 - Ability to learn and apply general laws, policies and procedures related to collection of taxes and revenues
 - Ability to work under pressure and adverse conditions such as frequent interruptions
 - Ability to establish and maintain effective relationships with the public, associates and town officials
 - Ability to work independently

- Physical Demands

(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)

- The employee is occasionally required to reach with hands and arms; stand; walk; and use hands to finger, handle or feel objects, tools or controls
- The employee is occasionally required to sit; climb or balance; stoop, kneel, crouch or crawl; and talk and hear

- The employee must occasionally lift and/or move up to 25 pounds
- Specific vision abilities required by this job include close vision, distance vision, peripheral vision and the ability to adjust focus
- Tools and Equipment Used
 - Personal computer, including word processing and spreadsheet software, electronic cash drawer, printer, calculator, phone, fax, copy machine, postage machine, and bill processing equipment
- Work Environment

(The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions)

 - The noise level in the work environment is usually moderately quiet in the office

The duties listed above are intended 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. The job description does not constitute an employment agreement between the employer and the employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

COLLECTOR OF REVENUE

DIVISION: Finance

DEPARTMENT: Collector of Revenue

GENERAL PURPOSE: Administers, organizes and directs the activities of the Revenue Collector's Office as prescribed by State Statutes. Responsible for the timely collection, recording and depositing of all Town funds.

SUPERVISION RECEIVED: Under general supervision of Finance Director (if available) or Town Manager.

SUPERVISION EXERCISED: Directly supervises assistants and administrative help as assigned.

ESSENTIAL DUTIES AND RESPONSIBILITIES: Determines, plans and schedules the office work. Issues oral and written instructions. Assigns duties and examines work for exactness, neatness and conformance to law, policies and procedures. Studies and standardizes procedures to improve efficiency of subordinates. Maintains harmony among workers and resolves grievances. Performs or assists subordinates in performing duties. Prepares and mails bills and receives payments for real estate, personal property, motor vehicle taxes, sewer use, sewer assessment and trash bills; makes change and gives receipts; adjusts errors and complaints, reviews bills for correctness and accuracy and re-figures bills issued improperly, explains procedures and fully answers questions of taxpayers, attorneys and bank personnel both in person and by correspondence regarding tax and fee status of property and payment of taxes and fees; serves the public in a professional, courteous, and confidential manner. Collects revenues for all Town departments and posts to appropriate accounts. Works closely with Treasurer to assure funds availability for timely investment. Balances collections for the day with receipts; posts transactions; prepares and monitors department operating budget, performs clerical tasks such as typing, filing, posting, proofreading; types letters and forms; collects delinquent real property taxes and fees and types supporting papers; maintains accurate records and prepares timely financial and statistical reports; calculates interest on late bills; validates bills on register or computer, posts balances and analyzes rate book; prepares bank deposits; types Collector of Revenue demands and statements; prepares back tax statements; prepares lien notices and releases and suspense list. Develops adequate payment plans. Collects sewer assessment fees and sewer usage charges; collects current and past due COVRRRA trash fees; maintains and updates real estate transfers; plans and conducts tax sales; updates information in computer.

DESIRED MINIMUM QUALIFICATIONS:

- A. Associate's Degree in Accounting or Business Administration or some closely related field. Knowledge of General Ledger beneficial.
- B. Three (3) years of clerical bookkeeping, accounting or collection experience. Cashiering experience is desirable.
- C. Any equivalent combination of education and experience.

NECESSARY KNOWLEDGE, SKILLS & ABILITIES:

A. Working knowledge of office methods, procedures, rules, regulations and functions of municipal collections; knowledge of the methods of receiving and accounting for money; knowledge of the CT. General Statutes pertaining to tax collection.

B. Skill in operating listed tools and equipment.

C. Ability to perform arithmetic computations accurately and quickly; ability to communicate effectively verbally and in writing; ability to keep accurate financial accounts and records, ability to learn and apply general laws, policies and procedures related to collection of taxes and revenues; ability to establish successful working relationships with associates and the general public; ability to work under pressure and adverse conditions and/or frequent interruptions.

SPECIAL REQUIREMENTS:

A. Must be certified as Municipal Collector of Revenue by the State of Connecticut.

B. Must be bondable.

TOOLS AND EQUIPMENT USED: Electronic cash drawer and central financial computer including printer, 10 key calculator, typewriter, personal computer including word processing and spreadsheet software, phone, fax, copy machine, postage machine, bill processing equipment.

PHYSICAL DEMANDS: 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 or hear. The employee is occasionally required to walk, use hands or finger, handle or feel objects, tools or controls; and reach with hands and arms.

The employee must occasionally lift and/or move up to 40 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

WORK ENVIRONMENT: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level of the work environment is usually quiet.

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Council Adoption: 12/21/98

