

## POSITION DESCRIPTION

# Tax Collector

Date of Last Revision: January, 2021

 <b>WESTERLY</b> Rhode Island	<b>DEPARTMENT</b>	Office of Tax Collector		
	<b>REPORTS TO</b>	Director of Finance		
	<b>FLSA STATUS</b>	Exempt, Full-Time		
	<b>POSITION TYPE</b>	Non-Union	<b>PAY GRADE</b>	

### POSITION OVERVIEW

Under the general direction of the Director of Finance, the Tax Collector is responsible for the collection, care and custody of all revenues, accounting records on taxes and assessments.

### ESSENTIAL JOB FUNCTIONS

- Manages, trains, mentors and develops all departmental staff.
- Ensures compliance with all applicable federal, state and Town laws, ordinances and regulations as they relate to tax collection.
- Develops and implements operational work plans, methods and procedures and provides instruction and direction on taxation technical and operational problems to staff.
- Collects all taxes, special assessments, utilities bills and all other revenue for the Town.
- Administers tax sale after thoroughly vetting tax sale list and determining no other alternative is available.
- Maintains control on all years of taxes and assessments by maintaining custody of all Town funds.
- Verifies all deposits of money received and reconciles accounts by verifying and entering information into databases and spreadsheets.
- Responds to inquiries from the public or other Town departments on the phone, in person, in writing and provides information and assistance when possible, or refers individual to the appropriate person for assistance.
- Maintains liaison with departmental staff and other stakeholders in order to accomplish the effective and efficient enforcement of delinquent tax collections.
- Confers with taxpayers and their representatives to resolve unusually complex issues referred by departmental staff.
- Determines legal action against delinquent taxpayers and non-filers.

### ADDITIONAL JOB FUNCTIONS

- Maintains professional memberships and continues training in organizations promoting continued education in government accounting and reporting, which includes attendance at related seminars, conferences, and institutions.
- Maintains safe working conditions and report any incidence which might conflict with the compliance of Town safety procedures and policies for the Administration Department.
- Other duties and projects as assigned.

### REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

*For successful performance in this position, the incumbent will need to demonstrate the following:*

#### KNOWLEDGE of:

- Collection concepts and practices.
- Rhode Island state regulations, laws, practices and procedures in tax collection.

#### SKILLS in:

- Organizing and prioritizing work, exercising independent judgment, wisdom, and common sense within established procedures, guidelines, and rules.
- Interpersonal, verbal, and written communication for interaction with elected and appointed officials, employees, agencies, other governmental units, vendors, and the public.

**ABILITY to:**

- Prepare and analyze comprehensive reports and carry out assigned projects to their completion.
- Understand and apply management principles concerning budgeting, personnel costs, and overtime expenses while providing all necessary and proper tax collection services to the public.
- Utilize Microsoft Office Suite applications such as Microsoft Word, Outlook, and Excel.
- Handle confidential material and information in an ethical and professional manner.
- Effectively communicate with, present information to, and respond to questions from Town officials and management, other government agencies, vendors, and the general public.
- Maintain a professional attitude and maintain punctuality and consistent attendance with advance notification of absences.
- Perform detailed work accurately and on time and initiate and maintain necessary follow-up.
- Prepare and submit clear, concise, and accurate reports either orally or in writing.
- Analyze situations quickly and objectively and to determine proper course of action.
- Function in a sometimes fast and ambiguous environment.
- Demonstrate good customer service skills with the ability to problem solve resident complaints.
- Utilize conflict resolution and negotiation skills.
- Work hours beyond the regularly scheduled work week to attend various commission, board and council meetings.

**MINIMUM POSITION REQUIREMENTS**

**EDUCATION AND EXPERIENCE**

- Bachelor’s Degree in Accounting, Business Administration, Finance or related field.
- Minimum of four (4) years of experience in tax billing and collections, bookkeeping, and banking and cash reconciliation.
- Minimum of two (2) years of supervisory experience.
- Any equivalent combination of education, training, and experience that provides the requisite knowledge, skills, and abilities necessary to successfully perform the essential job functions of this position

**LICENSES AND CERTIFICATIONS**

- A valid driver’s license.
- Membership in the Rhode Island Tax Collector’s Association will be required within one (1) year of employment.
- Rhode Island Certified Tax Collector (RICTC) or the ability to obtain one within one (1) year of employment.

**ENVIRONMENTAL AND PHYSICAL DEMANDS**

**ENVIRONMENTAL DEMANDS *including:***

- Working in an office environment with light to moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances.

**PHYSICAL DEMANDS *including:***

- Sedentary office work although standing in work areas and walking between work areas may be required.
- Finger and hand dexterity to access, enter, and retrieve data using a computer keyboard or calculator, and to operate standard office equipment.
- Mobility to work in a standard office setting and use standard office equipment.

- Vision to read printed materials and a computer screen, make color distinctions, and have normal depth perception; ability to smell fumes like odorous gas; and hearing and speech to communicate in person, before groups, and over the telephone.
- Occasionally bending, stooping, kneeling, reaching, pushing, and pulling drawers open and closed to retrieve and file information.
- Ability to lift, carry, push, and pull materials and objects weighing up to thirty (30) pounds.

*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.*