

TOWN CLERK/TAX COLLECTOR (ELECTED)

Position Purpose:

The purpose of this position is to provide administrative, supervisory and technical work in connection with the keeping of official municipal records, the issuing of various license and official documents, the direction of election and census activities and the collection of all taxes due to the town; performs all other related work as required. The Town Clerk/Tax Collector is responsible for maintaining and improving upon the efficiency and effectiveness of all areas under his/her direction and control.

Supervision:

Supervision Scope: Exercises independent judgment and initiative in the planning, administration and execution of services, and in the interpretation and application of laws, regulations and procedures. Performs a variety of responsible functions in accordance with state statutes and local bylaws.

Supervision Received: Serves as an elected official acting in conformance with applicable provisions of the local ordinances, Massachusetts General Laws, and federal laws and with accountability to town voters.

Supervision Given: Provides supervision to two full time employees and numerous part-time seasonal election workers.

Job Environment:

Work is performed under typical office conditions; work environment is moderately noisy.

Operates computer and general office equipment, such as calculator, copier, facsimile machine, and telephone.

Makes frequent contacts with the public, banks, federal and state agencies, town departments, vendors, and the MA Clerks, Collectors and Treasurers Associations. Most contacts require an information exchange dialogue.

Has access to confidential information pertaining to taxpayers, which requires the application of appropriate judgment, discretion and professional protocols.

Errors could result in delay and confusion in the provision of services, and have significant legal and/or financial repercussions.

Essential Functions:

(The essential functions or duties listed below are intended only 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.)

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Serve as Chief Election Official. Plans, organizes, publicizes, conducts, certifies and prepares reports on all elections. Establishes, reviews and updates all election procedures, subject to statutory requirements. Prepares and issues notifications regarding election activities, schedules and locations. Recruits, trains, schedules and supervises election workers. Distributes and receives absentee ballots. Prepares and certifies official election results and related reports.

Manages voter registration and certification, including amendment of status, deleting and maintaining voter lists.

Administers the billing of all real estate, personal property, and motor vehicle excise taxes; maintains records of each account; oversees the issuance of demands for delinquent accounts and processes tax title property; responsible for setting correct computerized data for billing purposes.

Establishes procedures for the daily collection and posting and deposit of money collected.

Collects payments; post all real estate and personal property payments on computer; balances total receipts; makes bank deposits; prepares schedule of receipts.

Enforces the law in regard to delinquent tax accounts; prepares required forms and documents for tax takings.

Manages the departments of the Town Clerk and Tax Collector and supervises the Assistant town Clerk and Assistant Tax Collector.

Responsible for the financial management of four budgets which provide the resources necessary for each department to function properly.

Conducts problem solving for tax payments, refunds and reconciling.

Prepares various local, state and federal forms as required by law.

Answers inquiries from property owners, members of the banking and real estate community, and any other interested parties regarding any matter related to the Collection Department.

Responsible for tax titles, receipt of payments, discharge of tax titles and foreclosure sales. Works directly with tax title counsel to collect delinquent taxes through the Land Court.

Oversees elections which includes preparing the warrant and voting machines, testing machines, hiring personnel, and reporting election results.

Maintains the Central Voter Registry Information System (VRIS) as outlined in Massachusetts General Laws.

Records a variety of documents to include tax titles at the Registry; birth, death and marriages in the Town Clerk office.

Prepares monthly reports for the Bureau of vital Statistics on births, deaths and marriages. Attends town Meetings; records minutes; certifies votes; submits Town Meeting votes to Attorney General for approval of general bylaws or zoning bylaws.

Serves as the Public Records Officer that involves collecting, processing and storing data from town hall, state and federal sources and past meeting notices.

Serves as the Licensing Officer, responsible for birth, death and marriage certifications, dog licenses and business certificates.

Custodian of all official town records, including elections, Town Meeting votes, Bylaws and records of elected and appointed administration, including oaths of office.

Manages the organization and access to files; manages the retention schedules and develops procedures for the disposal of obsolete records; maintains the physical condition and control of records preservation.

Performs similar or related work as required, directed or as situation dictates.

Recommended Minimum Qualifications:

Education and Experience:

High school education, Bachelor's degree preferred in public administration, finance, business, government or related field; three to five years' experience in business or financial management; experience working with computers; or any equivalent combination of education and experience, however since this is an elected position, no standard can be set.

Special Requirements:

MCTA Certification preferred

Ability to become bonded.

Notary Public

Must be a resident of the Town of Ayer

Knowledge, Ability and Skill:

Knowledge: Thorough knowledge of local, state and federal laws, regulations and procedures applicable to the duties and responsibilities of a town clerk/tax collector's office. Working knowledge of accounting software and Microsoft Office products. General knowledge of office procedures and the ability to supervise support staff in an effective and harmonious manner.

Ability: Ability to interact effectively and appropriately with the public and other personnel, assess situations and formulate appropriate resolutions. Ability to deal with disgruntled

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members of the public. Ability to apply legal interpretations and precedents to current problems. Ability to communicate effectively in written and oral form. Ability to establish and maintain complex recordkeeping systems. Ability to manage and prioritize multiple tasks in a detailed and organized manner. Ability to prepare accurate financial reports and records.

Skill: Effective leadership skills, diplomacy in dealing with the public. Proficient written and oral communication skills and administrative skills. Skill in computers and appropriate software applications. Skill in working with numbers and details. Excellent customer service skills and skill in working with details.

Physical 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 essential functions.

Regularly required to walk, stand, sit, talk and hear; operate objects, tools, or controls; pick up paper, files, and other common office objects. Ability to view computer screens and work with details for extended periods of time. Ability to operate a keyboard and calculator at an efficient speed.

(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.)