

TOWN CLERK/COLLECTOR

Definition

Administrative and supervisory work in connection with the keeping of official municipal records, the issuing of various licenses and official documents, the direction of election and census activities, and the collection of all taxes due to the Town; all other related work as required.

Supervision

Elected by the citizens of the Town; works under the policy direction of the Town Meeting, and in accordance with the provisions of the Massachusetts General Laws and the rules and regulations of the Massachusetts Department of Revenue; may coordinate administrative functions with the Town Administrator.

Performs a variety of highly responsible functions in accordance with State statutes and Town bylaws, requiring the exercise of considerable judgment and discretion in interpretation and application, and for which there is direct accountability to the Commonwealth.

Supervises 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 with typical business office noise such as typewriters, telephones, and interruptions from the general public.

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

Makes frequent contacts with Town departments, boards and committees, State and County officials, the general public, chamber of commerce, banks, attorneys and the media to provide information and solve problems.

Errors could result in delay and confusion, result in the irretrievable loss of valuable historical data, have legal and/or financial repercussions, and cause adverse public relations.

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.)

Serves as chief election officer for the Town with full responsibility for all election activities; records votes taken at Town Meetings and notifies appropriate agencies; maintains records of Town Meeting actions; serves as elections registrar supervising all aspects of voter registration.

Acts as the information source to Town departments and the general public regarding all federal, state and local regulations and town bylaws, rules and regulations; answers inquiries from property owners, members of the banking and real estate community, and any other interested parties regarding any matter related to tax collection.

Serves as registrar of vital statistics, recording births, marriages and deaths; serves as custodian of Town records and of the official seal of the Town; administers oaths as necessary.

Supervises the issuance of a large variety of State, County and Town licenses and permits and provides for adequate maintenance of associated records and the collection of fees; supervises the proper recording of personal property mortgages, bills of sale, tax liens and other business instruments. Submits all fees collected to the Town Treasurer and prepares monthly reports as required.

Reviews State Acts and Resolves as they are published and notifies any affected office or department of the changes.

Hires, trains and supervises part-time election personnel.

Responsible for the entry of all reports submitted for inclusion in the annual Town Report; proofreads, revises, prints and distributes the Annual Report to the Town departments, State agencies and citizens.

Administers the annual Town census; responsible for the updating, printing, and mailing of the census; conducts follow-up calls for unreturned census.

Supervises the billing and collection of all real estate, personal property, and motor vehicle excise taxes; maintains records of each account; balances receipts and submits revenue to town treasurer.

Enforces the law in regard to delinquent tax accounts; prepares required forms and documents for tax takings; sends monthly statements of overdue bills; oversees the issuance of demands for delinquent accounts and processes tax title property.

Posts all exemptions and abatements on real estate and reconciles with the assessor's office; posts all refunds for real estate and personal property.

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

Prepares the departmental budget; purchases all office supplies and equipment as needed; processes all bills for payment.

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

Recommended Minimum Qualifications

Education and Experience

Bachelor's Degree in public administration, finance, business, government, or related field and three years of responsible experience in business or financial management; experience with legal records and supervision of clerical operations; experience in resolving difficult customer service requests; or any equivalent combination of education and experience.

Special Requirements

Commissioned as a Notary Public and certification as a Municipal Clerk.
Incumbent must be a resident of the Town of Ayer.

Knowledge, Ability and Skill

Knowledge: Working knowledge of state, local and federal statutes and regulations applicable to the duties and responsibilities of a town clerk/collector's office. General knowledge of office procedures and the ability to supervise support staff in an effective and harmonious manner. Thorough knowledge of the principles and practices of financial management and specific knowledge of the legal controls, methods and procedures of municipal finance. Working knowledge of computer applications for financial management.

Ability: Ability to deal tactfully and appropriately with the general public in person and on the telephone. Ability to establish and maintain working relationships with Town officials and departments, and state agencies. 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 record keeping systems. Ability to prepare accurate financial reports and records.

Skill: Excellent customer service skills. Skill in operating computers and related word processing and statistical applications is required. Skill in working with details.

Physical Requirements

Minimal physical effort generally required. Ability to operate a keyboard at efficient speed, and work at a computer for long periods of time. Position requires standing and walking for long periods of time at polling places, during elections, and at town meetings. Specific vision requirements include close vision and distance vision and the ability to adjust focus. May be required to lift items weighing up to 30 pounds.

(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.)