

TOWN OF EASTON JOB DESCRIPTION
COLLECTIONS ASSISTANT - COLLECTOR/TREASURER'S OFFICE

POSITION PURPOSE

The Collection Assistant provides financial record keeping, bookkeeping, computer application work, and clerical work under the direction of the Collector/Treasurer to assist with customer service and daily functions in accordance with Massachusetts General Laws, town policies, bylaws, Massachusetts Department of Revenue regulations and federal law.

ESSENTIAL FUNCTIONS

Answers inquiries from taxpayers over the telephone and in person; providing information relating to policies, rules and regulations of the department; assists the general public and/or external customers with inquiries via personal discussion, telephone conversations, and by mail , refers to other departments or supervisor as needed.

Performs all general clerical duties including, typing, filing, data entry, answering the telephone, opening and delivering mail, etc. Files related paperwork accordingly.

Creates correspondence, provides basic analysis using spreadsheets or data collection programs such as Excel or Access.

Maintains Collector's cash book, run reports on weekly, monthly, quarterly annual basis for analysis.

Prepares and stamps all outgoing mail for office. Maintains records and files; makes copies of materials.

Sorts incoming payments; research, verify and code remittances; Enter into financial software system; Balances and posts payments.

Collects and balances payments for trash, water, excise, real estate, and personal property payments.

Balance money received from all departments including school, police and fire. Creates daily turnover sheets for Treasurer.

Prints Real Estate, Personal Property, Motor Vehicle and Trash Bills or helps prepare file for printer. Stuffs bills when necessary. Inputs excise, real estate, personal property, trash payments into computer.

Balances motor vehicle and trash payment control books or real estate, personal property payments control books monthly. Balances motor vehicle yearly with the Deputy Collector.

Sends motor vehicle to demand/warrant. Works with the Assessor to send out original commitments.

Assists other Collector/Treasurer Department staff as needed. May assist other departments as needed.

Performs similar or related duties, as assigned, directed or as the situation dictates. Regular attendance at the workplace is required.

SUPERVISION

Works under the supervision of the Collector/Treasurer; or designated supervisor.

RECOMMENDED MINIMUM QUALIFICATIONS

EDUCATION AND EXPERIENCE

High school education; Associates preferred; three years of experience in banking, clerical or accounting or bookkeeping work; municipal experience preferred; or any equivalent combination of education and experience.

KNOWLEDGE, ABILITY AND SKILL

KNOWLEDGE: Complete knowledge of standard bookkeeping principles, procedures, records and forms. Considerable knowledge of office procedures, practices and terminology. Complete knowledge of the use of computer bookkeeping systems. General knowledge of local government and department operations, procedures and equipment. Knowledge of computer spreadsheet application programs.

ABILITY: Ability to maintain detailed financial records. Ability to deal effectively and tactfully with the public. Ability to compose correspondence. Ability to communicate effectively with the public, co-workers, other employees, town officials and vendors.

SKILL: Excellent customer service skills. Excellent computer skills including office software, database and spreadsheet applications. Ability to deal effectively and tactfully with the public. Strong mathematical skills. Incumbent must possess an aptitude for working with numbers and a proclivity toward assuring accuracy through thorough processes. Understanding of remote meeting technologies (Zoom, Teams, or comparable), and ability to use and manage calendars and scheduling tools both physical and digital for time management and office efficiencies

JOB ENVIRONMENT

Work is performed under typical busy office conditions with normal interruptions and noise level. Operates computer and related office equipment; operates calculator, fax, scanner, copier, folding machine and other standard office equipment; and operate a keyboard and calculator at efficient speed. Has frequent contact with the general public, other Town departments, and State and Federal agencies, service providers and Town officials. Contacts are in person, in writing, and by telephone and involve information exchange dialogue. May have access to department related confidential information.

PHYSICAL REQUIREMENTS

Employee is regularly required to walk, stand, sit, speak and hear; uses hands to finger, handle, feel or operate objects, tools, or controls. Able to reach with hands and arms as in picking up

paper, files and other common office objects. Employee may be required to stoop, bend and lift or move objects weighing up to 30 pounds. Vision and hearing at or correctable to normal ranges; requires ability to read documents and use a computer

NOTES

The essential functions or duties listed herein are illustrations of the type of work that is performed, and are not an exclusive list of all functions which could be reasonably expected of this position. Any candidate seeking to perform this job understands and agrees that the functions and duties herein will be the basis of performance management, and by virtue of applying for this position acknowledges and accepts this fact.

UNION: SPEA CLERICAL UNION	GRADE: 6	FLSA STATUS: NON-EXEMPT
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