

TOWN OF EXETER

JOB TITLE: **Deputy Tax Collector**

Revised 08/2024

DEPARTMENT: Administration

POSITION NUMBER: 107

EMPLOYMENT STATUS: Full-Time, Non-Union

EXEMPT STATUS: Exempt

LABOR GRADE: 11

JOB SUMMARY: This position supervises all functions of property tax billing and collections, liens and deeds, water/sewer collections, delinquency notices, shut-off notices, payment plans, bankruptcy notices, and tax/water/sewer adjustments.

SUPERVISION RECEIVED: This position receives general supervision from the Town Finance Director and is evaluated by the Finance Director based on performance of the essential duties of the position.

SUPERVISION EXERCISED: This position assigns work, instructs and participates in the evaluation of the collections staff.

ESSENTIAL DUTIES: (The listed examples may not include all duties of the position)

1. Communicates directly with taxpayers, water and sewer customers, and representatives of taxpayers and ratepayers in person, by phone, mail and email, providing answers to inquiries and resolving billing, collection and tax-related problems.
2. Reviews and posts all payments entered by the Collections Specialist for property taxes, water, and sewer.
3. Waits on customers at the counter when collections staff is out of the office, and processes mail, answers the phone, and enters tax, water and sewer payments.
4. Supervises the collection staff in utilizing all features of the tax and utility billing software including training, coaching and technical support on all relevant applications and Microsoft Excel spreadsheets.
5. Manages interactions among collections staff and other Town departments (IT, DPW, etc.) as they relate to the collection functions.
6. Reviews all bankruptcy notices mailed to the Town, creates files, makes notations in tax, water and sewer accounts, files proof of claim forms with the Bankruptcy Court, sets up spreadsheets to document payments received from court, follows up with attorneys, creates memos on balances due and posts adjustments to owner's account, creates and

mails delinquency notices for post-bankruptcy filing bills not paid and keeps a spreadsheet on each active case.

7. Charges back returned checks to tax, water and sewer accounts, writes and sends certified letters to owners for payment, and notifies the Chief of Police.
8. Posts water and sewer adjustments received from the Department of Public Works.
9. Writes water and sewer payment plans for users with outstanding balances.
10. Generates yield, jeopardy and current use tax bills from warrant received from the Assessor, balances bills to the warrant, creates, posts and sends bills to property owners.
11. Posts tax abatements received from the Assessor to outstanding bills, calculates interest due and prepares accounts payable vouchers.
12. Performs cumulative reconciliations of all taxes receivable, liability, income, and expense accounts by classification, reconciles system reports to the general ledger, researches and corrects variances.
13. Assists the Finance Department in the reconciliation of bank accounts, maintains bank deposit books and researches variances.
14. Supervises and reviews lien redemption reports and sends them to the Registry of Deeds.
15. Creates delinquency notices with Doolan notice on back for water and sewer users over one day past due and oversees the mailing of these notices.
16. Creates shut-off notices with Doolan notice on back for all water users over 90 days past due and oversees the mailing of these notices by certified mail. Creates spreadsheet and updates appropriate departments. Coordinates shut offs with Department of Public Works.
17. Generates regular tax bills from warrant received from the Assessor, balances bills to the warrant, creates, posts and sends bills to property owners. Creates and sends separate files to mortgage companies and/or their representatives. Downloads PDF bill file from printers within seven days and saves to Town network.
18. Creates delinquency notices with Doolan notice on back for residents who owe past due taxes based on state RSAs, and over sees the mailing of these notices.
19. Creates intent to lien letters, with Doolan notice on back, to residents who owe prior year property taxes based on state RSAs and oversees the mailing of these notices by regular and certified mail. Creates unpaid tax report from software at end of deadline day and mail to Registry of Deeds for recording.
20. Creates Excel spreadsheets of potential properties to deed to the Town based on state RSAs, creates intent to deed notices with Doolan notice on back for all owners of each property and oversees the mailing of the notices by regular and certified mail. Updates

Excel spreadsheets to keep Tax Collector and Select Board up to date on properties unpaid. Prepares deeds and deed waivers for Select Board and records deeds at Registry of Deeds. Sends repurchase letters to prior owners of deeded property.

21. Completes MS-61 reports required by the New Hampshire Department of Revenue Administration using cumulative reconciliations.
22. Schedules tax, water and sewer preparatory work in connection with the annual audit of the Town's books and records to ensure prompt and efficient collection of data for the auditors.
23. Performs other related duties as required

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED BY THE POSITION:

1. Knowledge of state and local tax laws.
2. Knowledge of town ordinances, policies, practices and procedures.
3. Knowledge of accounting, bookkeeping and auditing practices and procedures.
4. Knowledge of records maintenance.
5. Skilled in public and interpersonal relations.
6. Skilled in oral and written communication.
7. Skilled in the use of computers, software such as Munismart, Munis, Microsoft Excel, Word, etc.
8. Familiar with general office equipment.
9. Ability to deal tactfully and respectfully with others.
10. Ability to maintain confidential information.
11. Ability to work with limited supervision.
12. Ability to supervise, train and instruct staff.
13. Ability to follow oral and written instructions.
14. Ability to attend to many items simultaneously and/or sequence.
15. Ability to maintain records.
16. Ability to communicate effectively, both verbally and in writing.

17. Ability to deal effectively with the public over the telephone and in person.
18. Ability to establish and maintain effective working relationships with the public, attorneys and other town departments.

KNOWLEDGE REQUIRED: Knowledge of an extensive body of rules, procedures or operations, requiring extended training and experience, to perform a wide variety of interrelated or nonstandard procedural assignments and resolve a wide range of problems.

SUPERVISORY CONTROLS: The supervisor makes assignments by defining objectives, priorities and deadlines; assists the employee with unusual situations that do not have clear precedents. The employee plans and carries out the successive steps and handles problems and deviations in the work assignment in accordance with instructions, policies, previous training or accepted practices in the occupation. Completed work is usually evaluated for technical soundness, appropriateness and conformity to policy and requirements. The methods used in arriving at the end results are not usually reviewed in detail.

GUIDELINES: Procedures for doing the work have been established and a number of specific guidelines are available. The number and similarity of guidelines and work situations requires the employee to use judgment in locating and selecting the most appropriate guidelines, references and procedures for application and in making minor deviations to adapt the guidelines in specific cases. At this level, the employee may also determine which of the several established alternatives to use. Situations to which the existing guidelines cannot be applied, or significant proposed deviations from the guidelines, are referred to the supervisor.

COMPLEXITY: The work includes various duties involving different and unrelated processes and methods. The decision regarding what needs to be done depends upon the analysis of the subject, phase or issues involved in each assignment and the chosen course of action may have to be selected from many alternatives. The work involves conditions and elements that must be identified and analyzed to discern interrelationships.

SCOPE AND EFFECT: The work involves treating a variety of conventional problems, questions or situations in conformance with established criteria. The work product or service affects the design or operation of systems, programs or equipment; the adequacy of such activities as field investigations, testing operations or research conclusions; or the social, physical and economic well-being of persons.

PERSONAL CONTACTS: The personal contacts are with employees in the same agency, but outside the immediate organization. People contacted generally are engaged in different functions, missions and kinds of work. The contacts are with members of the general public, as individuals or groups, in a moderately structured setting (e.g., the contacts are generally established on a routine basis, usually at the employee's work place; the exact purpose of the contact may be unclear at first to one or more of the parties; and one or more of the parties may be uninformed concerning the role and authority of other participants).

PURPOSE OF CONTACTS: The purpose is to plan, coordinate or advise on work efforts or to resolve operating problems by influencing or motivating individuals or groups who are working toward mutual goals and who have basically cooperative attitudes.

PHYSICAL DEMANDS: The work is sedentary. Typically, the employee may sit comfortably to do the work. However, there may be some walking; standing; bending; carrying of light items such as papers, books, small parts; driving an automobile; etc. No special physical demands are required to perform the work.

WORK ENVIRONMENT: The work environment involves everyday risks or discomforts that require normal safety precautions typical of such places as offices, meeting and training rooms, libraries and residences or commercial vehicles (e.g., use of safe work practices with office equipment, avoidance of trips and falls, observance of fire regulations and traffic signals, etc.). The work area is adequately lighted, heated and ventilated.

SUPERVISORY AND MANAGEMENT RESPONSIBILITY: Lead workers at this level possess the authority to assign, coordinate and review the quality and quantity of the work of other employees. They instruct employees in specific techniques or technical methods for accomplishing work assignments. They usually perform the same type of work as the employees supervised but may be responsible for performance of the more technically difficult, controversial or sensitive work assigned to the unit or group. They are not normally responsible for counseling or disciplining employees or for performing personnel management functions such as evaluating performance, recommending hiring or discharge or making salary decisions, etc.

MINIMUM QUALIFICATIONS:

1. Knowledge and level of competency commonly associated with the completion of a bachelor's degree in accounting, business or public administration or related occupational field.
2. Experience sufficient to understand the diverse objectives and functions of the position, usually interpreted to require one to three years of experience, preferably with experience in tax collection and water and sewer collection, or any equivalent combination of education and experience which demonstrates possession of the required knowledge, skills and abilities.