

## **Assistant Town Clerk/Assistant Tax Collector**

Department: Town Clerk/Tax Collector's Office  
Reports To: Town Clerk

FLSA Status: Non-Exempt  
Date: April 1, 2016

### **GENERAL SUMMARY:**

Under the direction of the Town Clerk, performs administrative and customer service work to assist with the management of the activities of the Office of the Town Clerk. Processes and collects fees for a variety of State and local licenses and registrations, and acts as Deputy Registrar of Voters. As the Assistant Tax Collector, maintains computer records, provides tax information to the public and other Town departments, and processes payments.

Responsible for maintaining and improving upon the efficiency and effectiveness of all areas under his/her direction and control. Performs varied and responsible duties requiring a thorough knowledge of departmental operations and the exercise of judgment and initiative in completing tasks, particularly in situations not clearly defined by precedent or established procedures. Incumbent is called upon to handle a significant amount of details, each varying from the other in substance and content, requiring incumbent to approach workload with flexibility.

### **ESSENTIAL JOB FUNCTIONS:\***

- ◆ Acts as a certified agent for the Department of Inland Fisheries and Wildlife. Processes and updates all licenses and registrations for boats, ATV's, and snowmobiles. Reviews paperwork and provides information and instruction on the registration process to the public. Communicates with the Department as required to discuss and resolve problems
- ◆ Acts as a certified agent for the Bureau of Motor Vehicles (BMV). Processes and updates all automobile registrations. Reviews paperwork and provides information and instruction on the registration process to the public. Mails out reminder notices for vehicle registration renewal. Communicates with the BMV as required to discuss and resolve problems. Processes Rapid Renewal registration reports. Downloads registrations into Trio software, reviews, and makes any necessary changes.
- ◆ Provides customer service at the front counter and by phone, mail, and email. Determines nature of business (question, complaint, request for service, etc.), provides assistance, resolves problems, takes messages, and/or refers to the appropriate staff member.
- ◆ Assists with Public Works and Sewer calls about street signs, mailboxes, road questions, trees and bushes, and other work-order related questions and refers to the appropriate staff member as needed.
- ◆ Processes a variety of municipal licenses and permits, including, but not limited to, dog licenses, hunting and fishing licenses, and clam licenses.
- ◆ Receives and processes a full range of State and Town taxes, including real estate and personal property taxes and excise taxes for motor vehicle registrations; various license and registration fees, including dog, clam, documented boat, and Inland Fisheries and Wildlife licenses and registrations; and sewer account payments. Records all payments in Trio software, performs end-of-day cash-up, and creates daily reports.
- ◆ Updates and maintains temporary and permanent Town tax records. Enters and maintains current data into the Trio database, including address changes, mortgage information, etc.

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- ◆ Provides tax information to taxpayers, attorneys, banks, real estate agencies, title companies, and mortgage companies, etc.
- ◆ Assists in purchasing for administration by communicating with vendors, compares pricing, orders supplies, maintains inventories, and maintains related records.
- ◆ Prepares weekly reports for the Bureau of Motor Vehicles and the Department of Inland Fisheries and Wildlife regarding all registration and license transactions.
- ◆ Calls or sends letters to delinquent dog owners to remind them to purchase licenses.
- ◆ Assists in the preparation and mailing of Town documented boat letters.
- ◆ Sells Goose Rocks Beach parking passes and issues Dock Square Parking Lot passes. Processes passes and maintains related records.
- ◆ Attends and participates in all staff meetings.
- ◆ Maintains quality service by following departmental guidelines and procedures and by establishing and enforcing Town standards.
- ◆ Maintains professional and technical knowledge by attending educational workshops, reviewing professional publications, establishing personal networks, benchmarking state-of-the-art practices, and participating in professional societies.
- ◆ Performs research, special projects, and related responsibilities as initiated and requested.
- ◆ Performs other related duties as required, directed, or as the situation dictates.
- ◆ Regular attendance at the workplace is required.

### **SUPERVISORY RESPONSIBILITY:**

None.

### **EDUCATION & EXPERIENCE:**

High school diploma or equivalent and one to three years of progressively responsible related experience in municipal office work, customer service, accounting, banking, and/or cashiering; or any equivalent combination of education and experience.

### **LICENSES & CERTIFICATIONS:**

- ◆ Training certification from the Bureau of Motor Vehicles regarding excise tax collection.
- ◆ Clerk and Tax Collector certification may be required through Maine Municipal Association (MMA).

### **KNOWLEDGE, SKILLS & ABILITIES:**

- ◆ Working knowledge of the principles, practices, procedures, and applicable laws and regulations related to the Town Clerk and tax collection functions.

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- ◆ Excellent interpersonal and customer service skills; ability to effectively deal with all members of the public in a courteous and tactful manner; ability to establish and maintain good working relationships with coworkers and all individuals, groups, and organizations contacted in the course of work.
- ◆ Ability to work cooperatively as a team member and participate in creating a positive and constructive work environment for everyone; willingness to support and assist other staff members and to take responsibility for contributing to the success of the department and the Town.
- ◆ Excellent written and verbal communication skills.
- ◆ Considerable knowledge of modern office practices and procedures. Skill in the operation and care of general office equipment.
- ◆ Ability to keep varied records, to assemble and organize data, and to prepare standard reports from such records.
- ◆ Ability to maintain confidential information.
- ◆ Ability to work with a high level of detail; ability to efficiently manage time and organize work; ability to prioritize multiple tasks and deal effectively with interruptions.
- ◆ Ability to work independently and exercise independent judgment; ability to identify and analyze complex issues and to develop appropriate recommendations.
- ◆ Ability to effectively operate computers and software necessary for the performance of job duties, including Microsoft Word and Excel, Trio, Moses Application Portal, online vital records database, Point n Pay online credit card payment system.

### **SPECIAL REQUIREMENTS**

None.

### **WORKING CONDITIONS & PHYSICAL DEMANDS:**

Normal office environment, not subject to extreme variations of temperature, noise, odors, etc. Frequently subjected to the demands of other individuals and the volume and/or rapidity with which tasks must be accomplished.

Operates computer, printer, registration printer, receipt printer, video display terminal, typewriter, calculator, label maker, postage machine, telephone, paper shredder, copier, facsimile machine and all other standard office equipment requiring eye-hand coordination and finger dexterity.

Frequent stooping, reaching, standing, walking, fingering, grasping, talking, hearing, seeing, and repetitive motions are required. Occasional climbing, balancing, kneeling, lifting, crouching, crawling, pushing, and pulling are required. Light to moderate lifting and physical work are occasionally required. Occasionally exposed to hazardous materials and chemicals and to threatening environments and people. Occasional travel is required, operating a motor vehicle.

***The above statements are intended to describe the general nature and level of work being performed by people assigned to do this job. The above is not intended to be an exhaustive list of all responsibilities and duties required. 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.***

**\*External and internal applicants, as well as position incumbents who become disabled as defined under the Americans With Disabilities Act, must be able to perform the essential job functions (as listed) either unaided or with the assistance of a reasonable accommodation to be determined by management on a case by case basis.**

***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.***