

**Town of Exeter, New Hampshire
Position Description**

Position Title **Collections Specialist** Department: Collections
Reports To: Deputy Tax Collector Date Approved: January, 2012
FLSA Status: Non-Exempt (40 Hours per week)

GENERAL SUMMARY:

Under the direction of the Deputy Tax Collector, performs customer service in the tax, water and sewer collection area, prepares daily deposits and performs reconciliations.

ESSENTIAL JOB FUNCTIONS*:

- Performs primary functions of property tax, water and sewer collections. Receives payments from customers for taxes, fees, town services, etc.; enters payments into computer, reconciles with manual totals and submits daily reports and records to Deputy Tax Collector/Water and Sewer Collector for verification posting.
- Communicate directly with taxpayers, water and sewer customers, and representatives of taxpayers and ratepayers at the counter, by mail and by phone, providing information, answers to inquiries and resolving billing, collection and tax-related problems. Forward any unanswered or research projects to Deputy Tax Collector.
- Maintains customer and taxpayer accounts, works with customers, analyzes problems with accounts, assist with payment plans.
- Assists in the annual preparation of property tax bills including warrant preparation and mailings.
- Coordinates daily downloads of lockbox receipts and reconciliations. Submit daily reports and records to Deputy Tax Collector/Water and Sewer Collector for verification and posting.
- Verifies the reconciliation of cash worksheets, cash and computer journals.
- Prepares daily deposits for tax, water and sewer receivables.
- Ages accounts and assesses finance charges on a periodic basis and prepares a monthly reconciliation reflecting account balances.
- Follows up on delinquent tax, water and sewer accounts. Prepares liens for execution under guidance of the Deputy Tax Collector.
- Coordinates payment plans for outstanding balances due the Town.
- Assist with payment documentation and completion of forms for lien releases.

OTHER DUTIES AND RESPONSIBILITIES:

- Responds to customer inquiries, questions, and complaints.

- Adheres to Town's written operating procedures and policies.
- Performs other related duties as assigned.
- Performs primary reception functions for the Town as needed.

PREPARATION, KNOWLEDGE, SKILLS & ABILITIES:

Ability to communicate clearly and concisely with others both verbally and in writing.

Ability to learn and operate computer systems and electronic cash registers/cash drawers.

Ability to understand, select, and perform basic mathematical calculations effectively and efficiently.

Ability to work with a team and independently.

Ability to prioritize multiple tasks and deal effectively with interruptions.

Ability to be discreet and maintain confidentiality.

Must be accurate and prompt.

Ability to deal tactfully and respectfully with others.

Ability to establish knowledge of applicable state and local statutes, regulations and procedures.

EDUCATION AND EXPERIENCE

Duties require knowledge of general accounting skills equivalent to completion of an Associate's degree and one to three years of related experience, or equivalent combination of education and experience.

SUPERVISORY RESPONSIBILITY:

This job has no supervisory responsibilities.

WORKING CONDITIONS/PHYSICAL DEMANDS:

Work is performed in a normal office environment, not subject to excessive noise or temperature variations. Night meetings vary in frequency and duration but may last as long as five hours.

May spend extended periods of time at computer terminal or keyboard, at desk or on telephone requiring eye-hand coordination and finger dexterity.

Physical demands include sitting at desk/table, intermittently stooping, and standing.

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.

***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.**