

**Town of Natick  
Job Description**

<b>Position Title:</b>	Treasurer/Tax Collector	<b>Grade Level:</b>	4
<b>Department</b>	Finance	<b>FLSA Status</b>	Exempt
<b>Reports to:</b>	Deputy Town Administrator/Finance Director		

**Statement of Duties:** Incumbent is a senior management employee, supervising a staff of mid-management, professional and administrative/support staff, making work assignments, training, and evaluating work performance.

**Supervision Required:** The employee works under the Deputy Town Administrator/Finance Director.

**Supervisory Responsibility:** Incumbent functions independently under general supervision, developing work schedule and setting priorities, referring matters of general Town policy and procedures through the Deputy Town Administrator/Finance Director to the Town Administrator.

**Accountability:** This position is highly accountable and incorrect actions or misjudgment would typically result in monetary loss, missed deadlines, potential injury, as well as legal repercussions, and adverse public relations.

**Judgment:** Individual judgment and the application of professional knowledge and experience are required in selecting the appropriate practices, procedures, regulations, or guidelines to apply in each case.

**Complexity:** Work at this level is extremely complex and varied. Incumbent is normally called upon to perform a significant number of work tasks, each varying from the other in terms of overall department responsibilities. Incumbent is responsible for preparing complex, technical analysis and ensuring strict adherence to appropriate statutes, while maintaining a strong customer service focus as he or she must interact directly and tactfully with taxpayers on highly sensitive issues.

**Confidentiality:** Individual judgment and the application of professional knowledge and experience are required in selecting the appropriate practices, procedures, regulations, or guidelines to apply in each case.

**Work Environment:** Duties generally provide for a normal office environment with high public traffic volume, free from extremes in temperature, noise, odors, etc. Incumbent may spend extended periods at computer terminal or on telephone, or operating other office machines requiring eye-hand coordination and finger dexterity. Incumbent will be required to lift and carry files, documents, records, equipment, etc. and will be required to travel within the Town and to neighboring towns.

**Nature and Purpose of Contacts:** Primary contacts are with the Town Administrator, Deputy

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Town Administrator/Finance Director, the Comptroller and other department heads for many purposes, including reconciling records, preparing budget estimates, and exchanging important information relating to fiscal issues and problems. Other contacts are with the Town's Independent Auditors, State officials having oversight over municipal finance matters, for the purpose of receiving advice on particular situations and for exchanging information, with taxpayers for resolving problems, with the Town's Financial Advisor, Bond Counsel and Bond Rating Agencies as associated with bond issuances and with banks with which the Town does business.

**Occupational Risks:** Risk exposure is similar to that typically found in an office environment.

### **Essential Functions:**

*The essential functions or duties listed below are intended only as illustrations of the various type 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.*

- Plan, control, and direct the functions of the Treasurer / Tax Collector's Office, including the billing, collecting and depositing of receipts, cash management, and long and short-term borrowing.
- Receive, disburse and account for all Town funds, and ensure that adequate funds are available from Town accounts for the timely payment of Town obligations. Develop and implement efficient cash management procedures, including forecasting short-term investing to maximize cash flow, monitoring cash receipts and maintaining internal control procedures.
- Direct the issuance of all tax bills, accounts receivables and betterments due the Town, and enforce payment of same; and assume responsibility for the collection, receipt, accounting and disbursement of all the Town's funds as the bonded custodian of the Towns funds, including the management of municipal lien procedures.
- Initiate, negotiate, and arrange for long and short-term loans for the Town, maintaining relationships with credit rating organizations, bank advisors and others; ensure that all statutory requirements for bond issues are met; and approve and sign all bonds, releases and other documents of the Town, subject to authorization of the Board of Selectmen.
- Develop and adhere to Investment Policies; comply with the Town's Financial Policies as they pertain to job responsibilities.
- Initiate the process for foreclosure and sale of properties; supervise tax takings and foreclosures through the Land Court; prosecute actions on bonds, notes and securities and

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for trespass on or in public buildings and enclosures belonging to the Town; and perform foreclosures on tax titles.

- Act as a custodian for all funds and securities of the Town's Trust Funds; invest and expend from investments as directed by the Commissioners; and prepare summary reports and reconcile trust accounts. Act as a custodian of the retirement fund; and act as the authorizing and remitting agent for deferred compensation plans, credit unions, teachers' annuities, and federal and state withholding taxes, etc.
- Prepare financial and other related reports; interface with Town departments, federal state and county agencies, courts, commercial banks and other establishments relating to the verifying and reconciling of accounts, preparation of records and reports, valuations, loans, investments, interest rates, etc.
- Plan overall departmental activities and develop policies and procedures in areas of responsibility; orient, train and schedule assigned staff; evaluate performance and recommend personnel actions; develop and oversee the department's capital and operating budgets; and administer expenditures.
- Explain to the public the policies and procedures of the Treasurer / Tax Collector's Office; and tactfully and effectively deal with individual taxpayers regarding tax actions, complaints, personal and confidential finances in such a manner as to obtain cooperation and to avoid friction.
- Continue to encourage tax payers to take advantage of online billing and payment opportunities in an effort to be as efficient and effective in the operational aspects of the offices.
- Monitor outstanding receivable balances, both positive and negative, and manage them in a timely fashion. Reconcile balances monthly to the general ledger and resolve any differences monthly as well.
- Perform other related duties as required by statute or as directed.

**Recommended Minimum Qualifications:**

**Education and Experience:** or any equivalent combination of education, training and experience which provides the required knowledge, skills and abilities to perform the essential functions of the job.

- Position requires knowledge equivalent to a bachelor's degree in finance and five years experience in finance administration or the equivalent.

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- Duties require at least five years of progressively responsible work experience in municipal finance, at least two years of which in a supervisory or work leader capacity.

**Special Requirements:**

- Incumbent must be certified, or working toward certification by the Massachusetts Municipal Treasurers and Collector's Association
- Must be bondable as Collector and as Treasurer for at least the requirement set forth by the Department of Revenue or otherwise determined by the Town.

**Knowledge, Abilities and Skill**

Knowledge:

- Extensive knowledge of municipal accounting, billing and collection systems and auditing principles, practices and procedures.
- Knowledge of the Town of Natick parking regulations as this position will also serve as the Parking Clerk, if designated as such by the Board of Selectmen.
- Extensive knowledge of the laws and regulations relating to Massachusetts municipal financial management and treasurer/collector laws.
- Considerable knowledge of operating characteristics, capabilities, and service requirements of information technology systems and equipment.
- Working knowledge of Town government organization including statutory and charter responsibilities of the departments, boards and commissions of the Town. Ability to recognize Town-wide priorities and work cooperatively to support their accomplishment.

Abilities:

- Ability to analyze complex issues and to develop relevant and realistic plans, programs and recommendations.
- Ability to establish goals and objectives, and to supervise others, including training, disciplining and evaluating their performance.
- Ability to prepare tax revenue projections, forms and other technical, financial reports.

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- Ability to communicate effectively with others, both orally and in writing; to establish positive public relations for the Town and departments, and to interact effectively and tactfully with a variety of people.
- Ability to deescalate confrontation and work the discussion or situation to a positive outcome.
- Ability to identify issues and strategic plans for future needs.
- Ability to multi-task and prioritize.
- Ability to document and codify procedures.

### **Skill:**

- Skill with modern office technology required.
- Skill with using an adding machine required.
- Skill with software programs and the ability to learn how software systems post transactions.
- Exceptional inter-personal skills for both written and oral.

### **Physical and Mental Requirements**

*The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the position's essential functions.*

### **Physical Skills:**

- There is little or no physical demand needed. The ability is required to lift up to 30 pounds.

### **Motor Skills:**

- Duties require minimal motor skills associated with operating equipment.

### **Visual Skills:**

- Ability to see and read.

*This job description does not constitute an employment agreement between the employer and the*

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*employee, and is subject to change by the employer, as the needs of the employer and requirements of the job change.*