

## **DEPUTY TAX COLLECTOR**

### **Nature of work:**

This is primarily a clerical position responsible for assisting in the operation of the Office of Tax Collector, including the billing, collection, and recording of payment of property and excise taxes, maintenance of records, and responding to requests for information or service from taxpayers and others as prescribed by the Collector. Work is normally carried out with independence.

This position requires considerable interaction with taxpayers and citizens contributing to the effective flow of information on a daily basis. Most duties involve use of computers and various software programs.

The Deputy is appointed by the Board of Selectmen and is responsible to the Tax Collector.

### **Essential Duties and Responsibilities:**

Duties include but are not limited to:

- Participating in the billing of property and excise taxes.
- Collecting and recording tax payments.
- Maintaining detailed records of all transactions.
- Participating in the maintenance of a variety of reports and records.
- Preparing daily deposit of taxes collected with the Treasurer.
- Responding to tax payment requests from tax paying services.
- Responding to requests for information from citizens, real estate agents, appraisers, and others.
- Helping residents and others read Town maps and the Commitment Book.
- Copying tax cards and various documents for real estate agents, appraisers, and citizens.
- Filing property cards.
- Assisting in collecting other fees and registrations and providing other services at the counter as needed.
- Attending any training sessions, workshops, or seminars as deemed appropriate.

### **Requirements of Work:**

- Knowledge of the department derived through education, training, and experience to deal with issues or researchable problems.
- Knowledge of the tax collecting process and the procedures and technical skills to receive, record, and report payments.
- Basic knowledge of municipal accounting practices and computerized record keeping.
- Ability to investigate and research specific problems and situations related to property and excise tax collection.
- Understanding of the statutory requirements of the Office and process.
- Ability to operate modern office equipment such as photocopiers, fax machines, calculators, computers, and various software programs.
- Ability to organize work and set priorities.
- Ability to be responsible for the accuracy, timeliness, and thoroughness of own workability to perform work in accordance with legal, procedural, and policy guidelines.
- Ability to manage job related stress and work at times under very busy and hectic circumstances; to be able to multitask, to be flexible, and to work with unexpected interruptions.
- Ability to exercise discretion, tact, and diplomacy at all times.
- Commitment to protect the confidentiality of the citizenry.
- Ability to establish and maintain positive and respectful working relationships with Town officials, department heads, and employees.
- Ability to remain calm and deal courteously with public, exhibiting exceptional customer service skills, especially when interacting with upset customers.
- Thorough knowledge of the Right to Know laws.

### **Training and Experience Required:**

Graduation from an accredited high school with an Associates degree and/or municipal experience preferred or any equivalent combination of experience and training.

**Necessary Special Requirements:**

- Must be 18 years of age.
- Must be a citizen of the United States.
- Must be a resident of the State of Maine.
- Must be bonded prior to assuming the duties of Deputy Tax Collector.

**ADOPTED: August 5, 2009**  
**TAFT**