

TOWN OF SOMERS

Position Description

Title: Tax Clerk
Department: Finance
Reports To: Tax Collector

Supervises: None
FLSA Status: Part Time - non-exempt
Bargaining Unit: N/A

Position Summary: Provide administrative and clerical support in the Tax Department involving the performance of a variety of financial and tax functions. Occasionally may be assigned to work in the Finance department. Provides accurate, timely and high-quality service to all internal and external customers.

Major Job Duties:

Administrative/Service - greet the public in person and over the phone. Handle routine inquiries and directs more complex revenue issues to the appropriate supervisor and/or department. Independently research and resolve problems, including inquiries involving interpretations and/or explanations. Respond to requests for information from residents and other professionals or businesses related to departmental function. May authorize release of information in accordance with established policy.

Technical - In the Tax department provides technical assistance in support of the office's responsibilities, including but not limited to: greeting the public in person and over the phone; collecting and receiving revenue; handling and counting cash; assisting banks, finance companies, law offices, and members of the general public with information pertaining to current and delinquent real estate taxes, motor vehicle taxes, personal property taxes, water & sewer charges, and municipal liens; and performs all other duties as assigned including the performance of those duties when the Tax Collector is absent. Maintain and update accounts and/or records. Prepare and distribute correspondence, billing, and other related mailings. Prepare various reports, statements, summaries, and schedules. May perform complex calculations. Prepare and file confidential information. Scan and organize incoming mail or materials. Assist in the development of office procedures, forms, and reports.

Teamwork: Works cooperatively with department staff members in delivery of assigned department's services to internal and external customers. Work cooperatively with department staff to prioritize and complete assignments. Works cooperatively with other departments to maintain accurate and necessary town and regulatory records. Willingly provides support/coverage to other town departments as necessary during staff shortages and/or slow seasons in assigned office. Serves cooperatively as a member of the town administrative staff; provides constructive input to this team's discussions and actively participates in group issue identification and resolution.

Qualifications:

- High school diploma and two years of general office work experience; associate's degree in a related field a plus. Municipal or governmental experience is a plus.
- Strong interpersonal skills for public and internal contacts; ability to be friendly and helpful with public, as well as organized and accurate with staff and other departments is required. Clearly and effectively present accurate information to all customers.
- Knowledge of basic accounting and bookkeeping principles.

Last Revision Date: 11/17

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- Proficient at intermediate levels with the Microsoft Office software suite (including Word, Outlook, Excel, Access and PowerPoint) as well as with web browsers to accomplish internet research as necessary. May perform word processing, spreadsheet, and database functions.
- Proven ability to learn new functions and systems. Knowledge of ADS, MUNIS or QDS systems is a plus.
- Ability to handle several tasks simultaneously in fast-paced environment where attention to details is critical to success.
- Strong organizational skills to coordinate and maintain to develop and maintain a variety of filing and financial record keeping systems, reporting, and other necessary record keeping and filing systems.
- Time management skills and knowledge.

Physical Requirements:

This position is primarily situated in an office environment, with walking to and from other department locations. At times the environment may have extensive customer traffic, distractions and noise. Frequently, interactions will involve inquisitive customers, who may be agitated regarding their inquiries. The incumbent must be able to:

- Regularly speak to customers and listen to customer issues.
- Regularly sit and work for periods in excess of one hour, including working with a computer and a telephone;
- Stand for periods up to 15 minutes and walk to provide counter service to customers visiting the department.
- Stand, lift, reach and bend to store and access records and files in the course of maintaining files and providing service to customers and support to the department within the office environment.
- Comprehend multiple instructions, short correspondence, and memos; ability to transfer instructions to practical applications.

This information is designed to give the general nature and level of work to be performed by employees assigned to this job title and must not be construed to be a complete inventory of the position's duties, responsibilities and qualifications. Employment in the State of Connecticut is, by statute, at will, and nothing in this job description should be construed as an employment contract.