

**Position Purpose:**

The purposes of this position are to collect and record all revenues due and payable to the Town of Killingly inclusive of any interest, fees and penalties and, given activities at the time, appropriately greet all office visitors, answer and respond to all incoming telephone calls, answer questions or refer as appropriate, and prove the accuracy of collections. A revenue clerk is responsible for maintaining and improving the efficiency and effectiveness of all areas under his/her direction and control.

**Supervision:**

*Supervision Scope:* Performs a wide variety of routine and special revenue collection responsibilities requiring a strong working knowledge of municipal revenue collection policies and procedures, automated and manual municipal revenue collection systems and techniques, and the daily proof of collections for accuracy.

*Supervision Received:* Works under the direction of the Assistant Revenue Collector and the Revenue Collector and according to professionally accepted revenue collection practices.

*Supervision Given:* None.

**Job Environment:**

Work is performed in a moderately noisy outer office that may be subject to airborne particles and temperature fluctuations; work becomes extremely busy during peak collection periods and requires collections work be performed for extended periods.

Requires the operation of telephones, computers, copiers, facsimile machines, and other standard office equipment. The information processed is detailed and some is considered technical in nature and statistical.

Makes frequent contact with the public, other collections staff and periodic contact with other municipal departments and state agencies; communication is frequently in person, by telephone, correspondence and standard reports; contacts require that all communication be conducted in a courteous and efficient manner.

Most of the information processed or handled is considered subject to the public right to know; however, all information should be treated discreetly. Personal information about tax and rate payers should be treated according to the Freedom of Information Act and the Connecticut General Statutes.

Errors in judgment or omissions could result in confusion and delay; could affect the work of other employees; be costly to correct and result in the loss or delay of municipal revenues; and, could reflect adversely on the perception of the department's competence.

**Essential Job Functions:**

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

- Receives and processes payments received in person, through the mail and electronic payment systems in an orderly manner using the Town's revenue collection systems according to law, adopted policy and standard collection practices; posts payments to the appropriate revenue accounts and credits payer accounts; coordinates work with other staff and Town functions.
- Accurately calculates interest due and applies payments based upon postmark date or as received; reviews and verifies validity of payment instruments; appropriately distributes collections to multiple receivables from single and/or multiple payment instruments.
- Maintains cash drawers, proves totals against supporting detail, reconciles daily, makes required corrections, and prepares daily teller settlement sheets; balances and reconciles Rate Books.
- Answers the telephone, responds to inquiries, and refers callers as appropriate; refers complex matters beyond his/her expertise to the Assistant Revenue Collector and/or the Revenue Collector.
- May prepare payment agreement schedules to assist in ensuring the collection of delinquent taxes and other revenues.
- Assists in preparing, sorting, collating, and mailing landfill renewals, utility and other bills and other charges.
- Prepares various statistical and routine reports for the Revenue Collector.
- Independently prepares routine correspondence, forms and other standard communications or materials used by the office.
- Responds appropriately to information requests by the public and other Town staff.
- Maintains personal workspace in a neat and orderly condition and assists with keeping the office neat and orderly in appearance; organizes his/her workstation

for each day's activities.

- Maintains the landfill permit and billing files.

**Other Job Functions:**

- May assist staff in other offices.
- Performs similar or related work as required, directed or as the situation dictates.

**Minimum Required Qualifications:**

**Education, Training and Experience:**

Must have successfully completed and graduated from an accredited high school or possess a GED from an approved institution; must have more than two years of experience performing work of a like or similar nature; prior municipal or other collections experience is preferred; or any equivalent combination of education and experience.

**Special Requirements:**

Must be able to pass a background investigation suitable for bonding for municipal collections work and become and remain bonded throughout employment in this position.

**Knowledge, Ability and Skill:**

*Knowledge:* Must have a strong knowledge of good contemporary collection procedures, office procedures and the ability to master the routine use of the Town's collection systems, and to use proficiently e-mail, word processing, spreadsheet and database applications; must know how to prove the accuracy and completeness of work using automated and manual systems; must know how to use all standard contemporary office equipment.

*Ability:* Ability to accurately and efficiently maintain extensive detailed collection and other financial records using automated and manual information systems; ability to accurately compute and apply interest and payment distributions; ability to work daily with a computer keyboard and display screens; ability to learn and successfully apply new information from legislation and other sources; ability to establish and maintain effective working relationships with other employees and the public; ability to differentiate differences between public and confidential information and maintain appropriate discretion; ability to be flexible in responding to work demands that are subject to varied conditions; ability to communicate effectively verbally and in writing.

*Skill:* Strong verbal and written communication skills; clear legible handwriting; aptitude for working with numbers and extensive record detail. Skill in using the above-mentioned tools and equipment.

**Physical and Mental Requirements:**

The work is primarily of an intellectual nature but requires a variety of physical capabilities. While performing the duties of this job, the employee is frequently required to sit, walk, talk and/or hear; to use hands to finger, handle, or feel objects, tools, or controls, and, reach with hands and arms. Employee must be able to access all areas within the office. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, perception of colors or color changes, distance vision, depth perception and the ability to adjust focus. This position requires the ability to operate a computer keyboard at thirty-five words per minute or greater, and a keypad and calculator with similar proficiency. The employee must be able to hear normal sounds, distinguish sound as voice patterns and communicate through easily understandable human speech using American English.

*(This job description does not constitute an employment agreement between the employer and employee. It is used as a guide for personnel actions and is subject to change by the employer as the needs of the employer and requirements of the job change.)*