

Town of East Lyme
Tax Collector Aide

Nature of Work: Performs highly responsible work involved with the collection of current and delinquent tax accounts, interprets and implements current State Tax laws, receives and verifies large amounts of cash and checks, posts delinquent collections to rate books. Work involves the exercise of independent judgment and initiative within the context of State Law, and prevailing policies and procedures. Work is reviewed through conferences for overall conformance with established standards and policies.

Supervision Received: Receives oral or written instructions from the Assistant Tax Collector and Tax Collector.

Essential Job Functions:

- Receives oral and written instruction from supervisor.
- Maintains tax records, including receiving, verifying, and crediting of tax payments, fees, and charges. Issues receipts for over-the-counter collections. Balances daily receipts to collection records.
- Prepares and enters customer and payment information for an automated revenue system through remote computer terminal.
- Performs arithmetic computations, requiring absolute accuracy in examining, verifying and correcting tax, user fee, and interest accounts. Posts payments to correct accounts.
- Prepares bills, statements, and other tax instruments. Computes interest and other fees.
- Prepares and maintains delinquent tax records. Performs preliminary work to start various collection efforts. Prepares and sends lien notices.
- Provides tax information and explanation of taxation statutes to the general public, attorneys, title searchers, and banks.
- Plans and organizes according to established office procedures. Receives and screens telephone calls and visitors. Responds to inquiries and complaints, directing unusual matters to supervisor or appropriate authority.
- Classifies and files materials such as bills, correspondence, reports, or technical documents in the established filing system.
- Utilizes work processing, and database software. Uses computer terminal for processing tax account information.

Additional Job Responsibilities: Observes strict confidentiality in maintaining restricted files and records. Operates office equipment, including computer terminal, calculators, typewriter photocopy machines, and other equipment. Perform such other related duties and responsibilities as required.

*******The duties listed above are intended only as illustrative 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, or a logical assignment to the position.**

Qualifications Profile: The knowledge and skills required would generally be acquired with a high school education with courses in bookkeeping or commercial arithmetic plus four years of responsible clerical accounting, bookkeeping, office management, and banking; or an equivalent combination of education and practical experience that provides the following knowledge, abilities, and skills:

- Considerable knowledge of tax collection principles or the ability to acquire such knowledge during a reasonable period of training.
- Working knowledge of modern office procedures and office equipment including programmed cash register.
- Ability to gain knowledge of the special laws, regulations, and technical terminology pertaining to assigned work.
- Ability to organize work according to standard office procedures and to establish priorities within work assignment.
- Ability to follow complex oral and written instructions.
- Ability to accurately process paperwork according to standardized procedures.
- Ability to maintain complex records and files.
- Ability to make mathematical calculations including prorated calculations with a high degree of accuracy.
- Skill in the use of a computer terminal and personal computer for word processing and data processing of financial applications.
- Ability to express oneself clearly and concisely orally and in writing, and to establish and maintain effective working relationships with coworkers, other departments, and the public.

Education: Associates degree preferred, but not required. The ideal candidate would be able to attend and complete the Tax Collector Certification courses when offered.

Physical Demands: This is a full-time, benefited position which works 37.5 hours per week (M-TH 8:00AM- 5:00PM, Friday 8:00AM - 11:30AM). Hourly wage is between \$23.47-\$30.16 per the [United Public Service Employees Union \(UPSEU\) Collective Bargaining Agreement](#) based on experience and knowledge.

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 essential functions.

While performing the duties of this job, the employee is frequently required to sit and talk, or listen. The employee is occasionally required to walk, stand for extended periods of time, use hands to finger, handle, or feel objects, tools, or controls, and reach with hands and arms. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus. The dexterity necessary to utilize a computer keyboard on a regular basis is essential. Hand-eye coordination is necessary to operate computers and other office equipment.

To apply, visit [Human Resources - Town of East Lyme \(eltownhall.com\)](http://eltownhall.com), or submit an [Application](mailto:hrmanager@eltownhall.com) along with resume and cover letter to hrmanager@eltownhall.com.

As an equal opportunity employer, the Town of East Lyme does not discriminate on the basis of race, color, religious creed, age, marital status, national origin, ancestry, sex, sexual orientation, genetic information, gender identity or expression, disability (including pregnancy), status as a Veteran, or any classification protected by state or federal law.

******* This job description does not constitute an employment agreement or contract between the employer and the employee and is subject to change by the employer as requirements of the job change. *******

MAY 2024
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