

**TOWN OF HAMILTON, MA**  
**ADMINISTRATIVE ASSISTANT (ACCOUNTS RECEIVABLE SPECIALIST)**  
**TREASURER/COLLECTOR OFFICE**

Department	Finance
Reports to:	Treasurer/Collector
Position Status:	Non-Exempt
Weekly Hours:	37.5
Salary Classification:	Grade 6

**Position Summary/Purpose:**

The purposes of this position are to provide clerical, AR/AP and administrative services to the Treasurer/Collector's Office, including daily office operations; assistance with updating records; inputting data into financial system; processing receipts of taxes, water bills and other department revenues; assisting with specialized documents based on set deadlines. The Accounts Receivable Specialist exercises sound judgment in performing a variety of duties and is responsible for maintaining and improving upon the efficiency and effectiveness of all areas under his/her control.

**Supervision:**

*Supervision Scope:* Performs a variety of services requiring knowledge of office procedures, practices and equipment. General knowledge of business, Accounts Receivable, Accounts Payable and computer processes, Town and departmental functions, as well as Treasurer/Collector office-related protocols and resources.

*Supervision Received:* Works under the general direction of the Treasurer/Collector, following professional standards, procedures and policies once trained about regulations.

*Supervision Given:* None.

**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.)*

- Primarily responsible for the efficient daily operation of the Treasurer/Collector's office with supervision from Treasurer/Collector; provide assistance to the public and Town staff. Explain standard procedures and refer more complex issues to the Assistant Treasurer/Collector. Answer departmental office phone calls, emails and voicemails.
- Receive and post payments made via online, in person or mail, related but not limited to all municipal taxes, water bills and payments. Maintains, enters and ensures the accuracy of data entered into spreadsheets accounting for all taxes and water payments. Prepare daily bank deposit and ensures the safe delivery of deposits to financial institution.
- Thoroughly researches financial systems to ensure the validity of any refunds due to residents.

- Update the web pages of Treasurer/Collector and Finance Departments as needed.
- Perform routine bookkeeping activities related to departmental budget.
- Sort and date stamp incoming mail and distribute accordingly.
- Prepare Municipal Lien Certificates, including information on past due water bills.
- Maintain and organize all records in accordance with state law.
- Prepares Accounts Payable checks, as well as all approved manual checks; matches checks with invoices and prepare for mailing.
- Prepares and prints monthly reports of all receivables for Treasurer/Collector.
- Assist with bank reconciliations.
- Serve as back up to Assistant Treasurer/Collector for Payroll functions.
- Ensures that all work is conducted in a safe manner and all work safety practices are followed.

**Other Functions:**

- Perform similar or related work as required, directed or as situation dictates.
- Continue training; keep current with trends.
- Assist other department staff as needed to promote a team effort to serve the public.

**Minimum Required Qualifications:**

Education, Training and Experience:

Associates Degree preferred but not required; 2-3 years of office administration and bookkeeping experience; customer service skills; and/or related work experience or any equivalent combination of education, training and work experience.

Special Requirements:

Must have and maintain a valid driver's license  
Ability to be bonded under the town's insurance.

Knowledge, Ability and Skill:

- Knowledge of standard office practices, procedures and equipment, as they relate to municipal operations.
- Knowledge of or ability to learn Massachusetts General Laws related to tax collection process.
- Ability to use a variety of software systems such as Word, Excel, Munis and financial software; and Town-specific programs and websites.
- Ability to prioritize, multitask and adapt to changes in schedule and meeting deadlines.
- Aptitude for working with numbers and details.
- Strong verbal and written communication skills; strong organizational and record-keeping abilities.
- Aptitude for working with and explaining policies and procedures to the public,
- Exceptional customer service and interpersonal skills to engender trust with the public.

**Job Environment:**

Clerical and administrative work is performed in a moderately noisy office with continuous interruptions during the day to address questions and requests via phone or at the counter. Drive deposits to bank daily in all types of weather conditions

Requires the operation of standard office equipment and vehicle to make bank deposits

Makes frequent and periodic contact with municipal staff, attorneys, bankers, insurance companies, state agencies, real estate agents and the public. Communication is frequently in person, by telephone, mail, in writing and e-mail. Contacts require a high level of detail and customer service.

Errors in judgment or omissions could result in monetary loss and delay in service with legal ramifications and/or potential liability.

**Physical and Mental Requirements:**

Work Environment

	None	Under 1/3	1/3 to 2/3	Over 2/3
Outdoor Weather Conditions		X		
Work in high, precarious places	X			
Work with toxic or caustic chemical	X			
Work with fumes or airborne particles	X			
Non weather related –extreme heat/cold	X			
Work near moving mechanical parts	X			
Risk of electrical shock	X			
Vibration	X			

Physical Activity

	None	Under 1/3	1/3 to 2/3	Over 2/3
Standing			X	
Walking		X		
Sitting				X
Talking & Hearing				X
Using hands/fingers to handle/feel				X
Climbing stairs		X		
Stooping, kneeling, crouching, crawling		X		
Reaching with hands and arms				X
Tasting or smelling		X		
Bending, pulling, pushing		X		
Other-Driving to bank		X		
Other- Sitting to Standing at counter			X	

**Lifting Requirements**

	None	Under 1/3	1/3 to 2/3	Over 2/3
Up to 10 pounds		X		
Up to 25 pounds		X		
Up to 50 pounds	X			
Up to 75 pounds	X			
Up to 100 pounds	X			
Over 100 pounds	X			

**Noise Levels**

	None	Under 1/3	1/3 to 2/3	Over 2/3
Very Quiet (forest, isolation booth)	X			
Quiet (library, private office)	X			
Moderate noise (computer, light traffic)				X
Loud Noise (heavy equipment/traffic)	X			
Very Loud (jack hammer work)	X			

**Vision requirements**

- Close vision (i.e. clear vision at 20 inches or less)
- Distance vision (i.e. clear vision at 20 feet or more)
- Color vision (i.e. ability to identify and distinguish colors)
- Peripheral vision (i.e. ability to observe an area that can be seen up and down or left and right while the eyes are fixed on a given point)
- Depth perception (i.e. three dimensional vision, ability to judge distances and spatial relationships)
- No special vision requirements

*(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.)*