

TOWN OF HAMILTON, MA
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 is to provide clerical assistance, AR/AP and administrative services to the Treasurer/Collector's office, including daily office operations of processing receipts of taxes, water bills and other department revenues; reconciles 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. Specific knowledge of generally sound business practices, Accounts Receivable, Accounts Payable, 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 day-to-day operations of the Treasurer/Collector's office with supervision from Assistant 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 deposits and ensures the safe delivery of deposits to financial institution.
- Thoroughly researches financial systems to ensure the validity of any refunds due to residents for real estate, personal property, motor vehicle & boat excise taxes.
- Update the web pages of Treasurer/Collector, as needed.
- Perform routine bookkeeping functions, including entering departmental bills. Monitors

- 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 ability to meet 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 general 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.

Requires the operation of telephones, computers, copiers, facsimile machines and other standard office equipment.

Makes frequent and periodic contact with municipal staff, attorneys, bankers, insurance companies, real estate agents and the public. Communication is frequently in person, by telephone, mail, in writing and e-mail. Requires 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 |