

Strategic Planning: Report on Departments

Treasurer/Collector Department



Included:

Vision and Mission Statements of the Town

Mission, Functions, Goals, Accomplishments of the Department

Organizational Chart

Job Descriptions

TOWN OF WEST BRIDGEWATER
VISION AND MISSION STATEMENTS
(As developed by Strategic Planning Workshops)

Vision Statement:

West Bridgewater will be a town resolute in advancing the well-being of its residents, businesses and natural resources by forward thinking, planning, and financial management in order to preserve its history and character while promoting the future growth of the Town.

Mission Statement:

The Town of West Bridgewater will provide quality schools and public services through careful planning, resource protection, and fiscal responsibility by promoting economic development and managing residential growth for the benefit of the community.

TREASURER/COLLECTOR

Mission:

To service the citizens of West Bridgewater in a courteous, professional manner in the collection and disbursement of funds.

Basic Functions of the Department:

- Tax Collector:
 - Distribute and collect the real estate, personal property, water and motor vehicle bills to the residents of West Bridgewater.
- Treasurer
 - Responsible for all aspects of debt, payroll, benefits, and retirement issues for the employees of the Town.

Immediate goals:

- Implementation of new software for the Collector's Office and Water Department.
- Update on-line bill payment process
- Increase collection of delinquent taxes (selling tax liens)
- Monitor and review health insurance policies
- Review debt for possible refunding
- Assist Water Department in the implementation of on-line payments (Town has it for approximately ten years)

Future goals:

- Increase the Town's bond rating
- Create a centralized personnel office
- Reduce receivables
- Introduce health savings accounts
- Move employees/retirees to the GIC plan
- Introduce E Bill (emailing of tax bills)

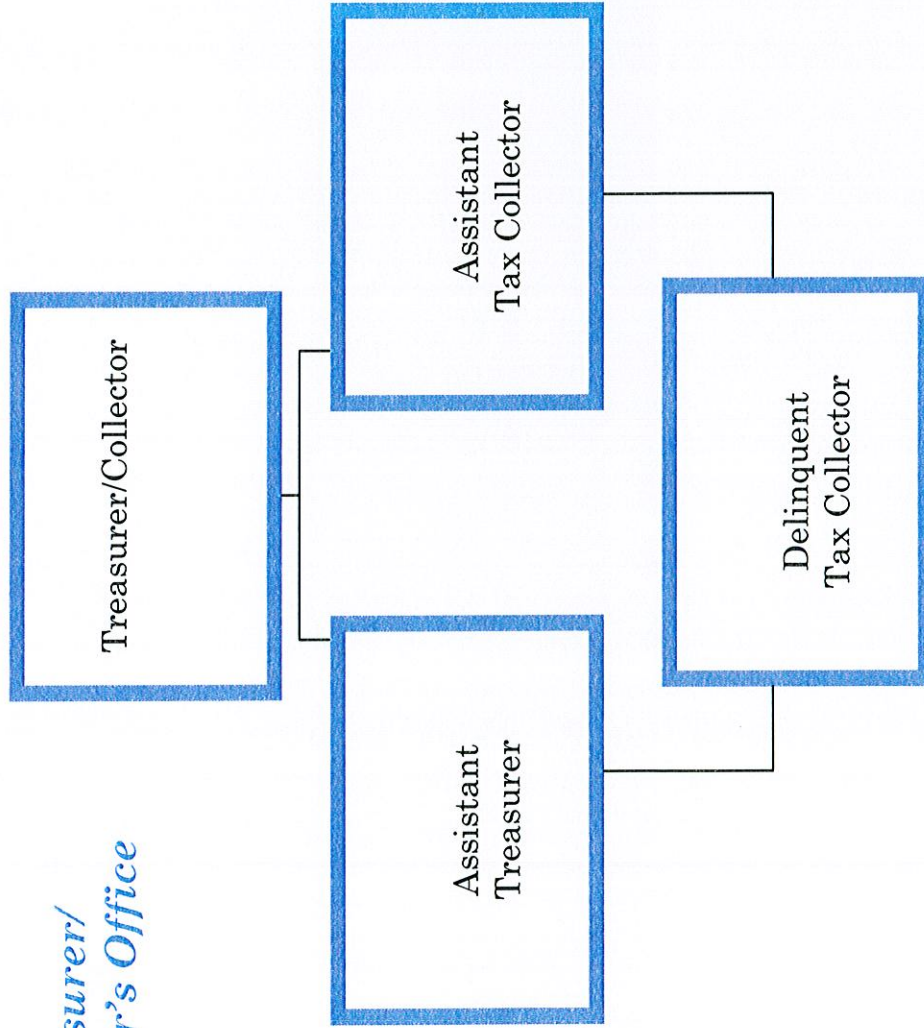
Recommendations for Restructuring:

- Continue to follow the electronic age – utilizing payments through the web for more than just tax payments and to cross train some duties for the staff.

Additional services:

- Possibly implementing a one-stop payment system in Town Hall. This would require more room which might not be feasible structurally. Payments for the School Department programs are taken through on-line credit card payment systems, which is easier for parents. Looking at a kiosk system where taxpayers can make payments without waiting in line, however right now this is a costly expense.

*Treasurer/
Collector's Office*



TREASURER/COLLECTOR

NOTES

The employees in this Department, aside from the Treasurer/Collector, fall under the confines and agreements made between the Town and the Clerical Union. Their wage schedule is outlined in said agreement as are such benefits as seniority, longevity and vacation days.



TOWN OF WEST BRIDGEWATER

Job Description

Treasurer/Collector

Summary:

Under the direction of the Board of Selectmen, the Treasurer/Collector manages all Town financial operations and is directly responsible for the coordination, administration, operation and management of the Town's cash management systems, debt issuance, disbursement of funds, and all monetary collection activities. Also responsible for the management of tax title accounts, management of payroll and employee benefits, investment and management of Town funds, and all other related work as required.

Essential Duties and Responsibilities:

(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.)

Treasurer: General duties are for the receipt, recording, custody, management, and disbursement of all municipal funds; for the planning, issuance and management of all municipal short and long term indebtedness. Acts as custodian of all town monies (including trust funds) and is responsible for establishing a system of internal controls that ensures all town monies are safeguarded and properly invested according to Massachusetts General Laws.

Responsible for the management of all tax title accounts of the town, including the collection of monies, setting up payment plans, and working with legal counsel on foreclosures.

Other duties include but are not limited to the issuance and payment of all municipal short-term and long-term debt, cooperate and work with bond counsel, rating agencies, and the MA Department of Revenue and the Internal Revenue Service in all borrowings authorized by town meeting.

Oversees the payroll process and benefits coordination, including the input of salary and benefit information, the computation of payroll deductions and processing of related payments for health and life insurance, retirement, withholding taxes, deferred compensation, etc., the

signing, distribution, stop payment and re-issuance of checks and direct deposits, the preparation of related town, agency, state and federal reports. Compiles and maintains all relevant records and reports and benefits administration.

Acts as a member of the Town's finance team participating in the research, compilation, and presentation of immediate and long-range plans, capital and operational budget development, trend forecasting, debt service plan development, and over-all financial planning and recommendations.

Collector: General duties are for the collection, processing, record-keeping, and enforcement of all municipal taxes, user charges, and various other municipal charges.

Responsible for the collection of all real estate, personal property, motor vehicle excise, boat excise, roll back and conveyance taxes, Title V assessments, water fees, and all other accounts due to the municipality.

Develops, implements, and monitors a system of internal controls to insure accurate record keeping of each individual accounts receivable record and on annual basis conducts a tax taking for all outstanding real estate taxes.

Files suit and represents the town in small claims court for the collection of unpaid personal property taxes, submit lists on a timely basis to Deputy Collector for collection of delinquent motor vehicle excise taxes and turn over all other delinquent receivables to a collection agency for collection.

Responsible for the implementation and monitoring of all on-line credit card and ACH payments and ensure that all such payments are posted correctly to taxpayer accounts.

Maintain a close working relationship with other department heads regarding the sending of tax bills, user charges, abatements, exemptions, and deferred taxes. Reconcile all deposits and receivables with town accountant on a monthly basis and maintain records for submission to auditors for annual examination.

Minimum Qualifications:

Education and Experience: Bachelor's Degree in Accounting, Economics, Business Administration or related field; broad experience in municipal financial management with a strong computer background, Masters in Business Administration preferred; or a combination of education and experience that enables performance of all aspects of the position.

Certificates, Licenses: Certification as a Massachusetts Collector and/or Treasurer's preferred but not required. Eligibility to become a certified Massachusetts Collector or Treasurer is required. Must be bondable.

Knowledge, Ability, and Skills: Extensive knowledge of MGL Chapter 60, 44, 32B, and associative general laws relating to municipal taxes and charges; the ability to perform various accounting functions such as balancing, recording, and reporting over a broad range of accounts and funds.

Must be able to deal in an effective and courteous manner with members of the general public on a daily basis. Ability to establish and maintain effective working relationships with department heads, staff, and elected or appointed officials. Skills in planning, management, organization, supervision and leadership are necessary.

Supervisory Responsibilities: Directly supervises three (3) or more employees in the Treasurer/Collector's Office. Responsibilities include interviewing, selecting and training of employees; planning, assigning, and directing work; establishing goals, and objectives for the department, providing leadership and effective communication to plan, manage, organize and supervise employees for the accomplishment of department objectives and town-wide goals; appraising performance, rewarding and disciplining employees; addressing complaints and resolving problems, and providing training, daily direction and counseling to staff as required.

Physical Demands: 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 occasionally required to stand, walk, sit, use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

The Town of West Bridgewater is a smoke and drug free employer and requires a physical with drug screen and CORI, post offer. EOE/AA/ Employer.

**Town of West Bridgewater
Job Description
Head Admin. Clerk (Asst Tax Collector)
Treasurer/Collector's Office**

Definition:

Under the general supervision of the Treasurer/Collector, this position is responsible for processing all taxes and monies collected on a daily basis and distributing all payments from the Town while providing quality customer service.

Distinguishing Characteristics:

Works under the general direction of the department head or his replacement when the department head is absent.

Performs a variety of clerical and recordkeeping duties in accordance with prescribed procedures with judgment and initiative required in compiling and producing reports.

Makes frequent contact with the general public and other town departments; may make frequent contact with banks, attorneys and the real estate community.

May have access to department related confidential information.

Minimal physical effort required in performing duties under typical office conditions.

Duties and Responsibilities:

Posts daily to computer, totals of all tax payments received; reconciles cash and check payments to postings and bank statements.

Answer inquiries from the general public by phone and in persons.

Balance real estate and personal property accounts with the Town Accountant, Assessors and Auditors.

Assist Tax Collector in the printing, stuffing, and mailing of various tax bills.

Assist Treasurer/Collector in the preparation of documents for Bankruptcy Court.

Assist Delinquent Tax Collector in his duties of collecting back taxes, maintaining tax title accounts, and in the mailing of delinquent notices.

Process, post, and reconcile payments for the Water Department.

Prepare and process all abatements and refunds for all committed taxes. Balance monthly to Assessors and Accountant.

Reconcile postage meter on a quarterly basis. Prepare and distribute reports to various departments.

Process on-line payments through lock box; reconcile on-line payments to bank statement

Duties and Responsibilities (Continued):

Prepare necessary documents for Tax Title; entering data for newspaper ad, Instruments of Takings, Instruments of Redemptions, and Continuation of Municipal Liens.

Assist Treasurer/Collector and Tax Title Attorney with foreclosure process

Prepare and enter payroll in absence of Assistant Treasurer

Minimum Qualifications:

Ability to provide high quality customer service to the general public in person and over the telephone.

High School diploma or GED equivalent.

A minimum of 1 year experience with accounting, banking, bookkeeping, or related duties.

Excellent math skills

Knowledge of word processing and spreadsheets; preferably Microsoft Office.

Ability to handle cash/checks accurately.

Physical Demands:

The physical demands described here are representatives of those of a typical office position. 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 walk, sit, and talk or hear. The employee is occasionally to use his or hers hand to finger, handle, feel or operate objects, tools or controls; and to reach with his or her hands and arms. The employee is occasionally required to climb or balance, stoop, kneel, or crouch.

The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, and ability to adjust focus.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is generally quiet.

The office is a smokefree worksite and meets the standards of the Americans with Disabilities Act.

**Town of West Bridgewater
Job Description
Head Clerk (Delinquent Tax Collector)
Treasurer/Collector's Office**

Definition:

Under the general supervision of the Treasurer/Collector, this position is responsible for processing all taxes and monies collected on a daily basis and distributing all payments from the Town while providing quality customer service.

Distinguishing Characteristics:

Works under the general direction of the department head or his replacement when the department head is absent.

Performs a variety of clerical and recordkeeping duties in accordance with prescribed procedures with judgment and initiative required in compiling and producing reports.

Makes frequent contact with the general public and other town departments; may make frequent contact with banks, attorneys and the real estate community.

May have access to department related confidential information.

Minimal physical effort required in performing duties under typical office conditions.

Duties and Responsibilities:

Posts daily to computer software, totals of all tax payments received; reconciles cash and check payments to postings; files computer printouts for recordkeeping.

Answer inquiries from the general public by phone and in persons.

Process warrants received from the Deputy Collector; posts to computer.

Assist T/C in the printing, stuffing, and mailing of various tax bills. Assist in file conversion of real estate, personal property, water and motor vehicle excise bills; transfer files to MCC for payments via internet.

Collects data and prepares Municipal Lien Certificates.

Process, post, and reconcile payments for the Water Department.

Assist T/C in the reconciliation of Student Activity bank statements and GL entries.

Assist retirees in the payment of health insurance premiums.

Assist T/C in the implementation of tax title on delinquent taxpayers.

Assist Assistant Treasurer in the weekly processing of vendor checks.

Duties and Responsibilities (Continued):

Create and process delinquent tax files to mortgage companies for audit purposes

Assist Deputy Collector in the timely creation of files for the purposes of mailing demand and warrant notices for motor vehicle excise taxes

Responsible for the in-house printing of demands and warrants for real estate and personal property bills.

Process weekly turnover from Deputy Collector and reconcile deposit to financial software.

Minimum Qualifications:

Ability to provide high quality customer service to the general public in person and over the telephone.

High School diploma or GED equivalent.

A minimum of 1 year experience with accounting, banking, bookkeeping, or related duties.

Excellent math skills.

Knowledge of word processing and spreadsheets; preferably Microsoft Office.

Ability to handle cash/checks accurately.

Physical Demands:

The physical demands described here are representative of those of a typical office position. 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 walk, sit, and talk or hear. The employee is occasionally to use his or her hands to finger, handle, feel or operate objects, tools or controls; and to reach with his or her hands and arms. The employee is occasionally required to climb or balance, stoop, kneel, or crouch.

The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, and ability to adjust focus.

Work Environment:

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**Town of West Bridgewater
Job Description
Assistant Treasurer
Treasurer/Collector's Office**

Definition:

Under the general supervision of the Treasurer/Collector, this position is responsible for the day to day operation of all treasury and personnel functions for the Town while providing quality customer service.

Distinguishing Characteristics:

Works under the general direction of the department head or his replacement when the department head is absent.

Performs a variety of clerical and recordkeeping duties in accordance with prescribed procedures with judgment and initiative required in compiling and producing reports.

Makes frequent contact with the general public and other town departments; may make frequent contact with department heads, employees and retirees.

Has access to department related confidential information.

Minimal physical effort required in performing duties under typical office conditions.

Duties and Responsibilities:

Prepare treasurer deposits on a daily basis and verify accuracy with all departments.

Reconcile all municipal bank accounts.

Prepare, enter, and reconcile payroll on a weekly basis.

Interpret and apply complex federal, state, and local rules and regulations.

Maintain Treasurer's Cash Book and reconcile monthly to town software.

Assist all employees in necessary paperwork for employment; health/life insurance, deductions, retirement, and employment taxes.

Assist Treasurer in the transfer of funds to cover town obligations.

Prepare, process, and mail weekly funding of vendor checks. Balance weekly to Town Accountant.

Assist retirees in the processing of paperwork for retirement benefits (health, life, and dental insurance)

Assist Treasurer in debt service issuances.

Assist Treasurer and Tax Title Attorney in all issues of Tax Title; (redemption, sale, and foreclosure of property)

Minimum Qualifications:

Ability to provide high quality customer service to the general public in person and over the telephone.

High School diploma or GED equivalent.

A minimum of 1 year experience with accounting, banking, bookkeeping, or related duties.

Excellent math skills

Knowledge of word processing and spreadsheets; preferably Microsoft Office.

Ability to handle cash/checks accurately.

Physical Demands:

The physical demands described here are representatives of those of a typical office position. 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 walk, sit, and talk or hear. The employee is occasionally to use his or hers hand to finger, handle, feel or operate objects, tools or controls; and to reach with his or her hands and arms. The employee is occasionally required to climb or balance, stoop, kneel, or crouch.

The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, and ability to adjust focus.

Work Environment:

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