

**Town of Conway, Massachusetts
Job Description**

Position Title:	Treasurer/Tax Collector	Grade Level:	V
Department:	Finance	Date:	2/18/2025
Reports to:	Town Administrator	FLSA Status:	EXEMPT

Statement of Duties: The Treasurer/Collector is responsible for the oversight of a range of municipal finance functions including but not limited to tax collections, tax billing, tax title, treasury, local revenue collections, cash management, payroll, investment of funds, management of debt service and payables disbursement. The employee is required to perform all similar or related duties.

Supervision Required: Under the administrative direction of the Town Administrator, to manage the financial operations of the Town working from established local, state and federal laws and regulations; the employee is responsible for establishing the department's short and long- range plan, own performance standards and assumes direct accountability for department results. Employee consults with the supervisor(s) only where clarification, interpretation, or exception to municipal policy may be required. The employee is responsible for the development and implementation of departmental standard operating procedures and operating budgets. The employee is also expected to attempt to resolve conflicts which arise and coordinate with others as necessary.

Supervisory Responsibility: The employee, as a regular and continuing part of the job, is accountable for the quality and quantity of work done by subordinates and assures the accomplishment of the assigned work in the prescribed manner. Supervisory functions typically consist of most of the following: plans, schedules and coordinates work operations to meet schedules, deadlines and priorities; revises work schedules to meet changes in workload or availability of manpower; recommends and justifies to higher levels of management changes in the organization of work, work methods or assignment of functions to positions that may affect staffing patterns, costs, work standards, etc.; assigns work based on varying capabilities of employees; assures that completed work meets the required standard of quality, timeliness and cost, taking corrective actions as necessary, including rejecting the work; recommends promotions, reassignments, pay increases or other personnel actions; oversees attendance and leave, typically including approval of ordinary sick and vacation schedules; advises employees of performance requirements and prepares formal evaluations of performance; gives advice and instruction on both administrative and work matters; informs subordinates of organizational policies, goals and procedures; resolves employee complaints and effects disciplinary actions, such as oral warnings and reprimands; has substantial responsibility for technical soundness of subordinates' work.

The employee is responsible for the supervision of one (1) part-time employee who works at the same location and the same work shift. Functions, programs, work processes and staff size are well established and relatively stable throughout the year.

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Confidentiality: In accordance with the Commonwealth's Public Records Law, the employee has regular access to confidential information on a department-wide basis during the performance of regular position responsibilities such as official personnel files, department and client records.

Accountability: Consequences of errors, missed deadlines or poor judgment may include adverse public relations, monetary losses, missed deadlines, jeopardize programs, and legal repercussions.

Judgment: Work is performed based on administrative or municipal policies, general financial management principles, local ordinances, state and federal laws, regulations or directives that pertain to a specific department or functional area. Extensive judgment and ingenuity are required to develop new or adapt existing methods and approaches to accomplish objectives and/or to deal with new or unusual requirements within the limits of established guidelines, practices, or policies. The employee is recognized as the department's authority in interpreting laws, rules and regulations in determining how they should be applied, and in developing standard operating practices and related policies.

Complexity: The work consists of the practical application of a variety of concepts, practices and specialized techniques relating to a professional or technical field. Assignments typically involve evaluation and interpretation of factors, conditions or unusual circumstances; inspecting, testing or evaluating compliance with established standards or criteria; gathering, analyzing and evaluating facts or data using specialized fact finding techniques; or determining the methods to accomplish the work.

Work Environment: The work environment involves everyday discomforts found in a municipal office setting subject to frequent work interruptions. Noise or physical surroundings may be distracting, but conditions are generally not unpleasant. The employee may be required to work beyond normal business hours to attend evening meetings.

Nature and Purpose of Public Contact: Relationships with co-workers and the public involving frequent explanation, discussion or interpretation of practices, procedures, regulations or guidelines in order to render service, plan or coordinate work efforts, or resolve operating problems. Other regular contacts are with service recipients and employees of outside organizations such as vendors, banks and/or developers/ contractors. More than ordinary courtesy, tact, and diplomacy may be required to resolve complaints or deal with hostile, uncooperative or uninformed persons. The employee may furnish news media with routine information such as meeting agendas or departmental procedures.

Occupational Risk: Risk exposure to the employee is similar to that found in a municipal office setting.

Essential Functions:

The essential functions or duties listed below are required, and are illustrations of the various type 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.

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Receives and takes custody of all funds belonging to the town; prepares cash flow projections and evaluates the Town's cash requirements; establishes and determines short-term cash management practices and activities, makes short and long-term borrowing arrangements to ensure that an orderly cash flow is maintained.

Oversees all Town collection services related to real estate, motor vehicle excise, parking tickets, personal property, and utilities; oversees perfecting of tax collections inclusive of dunning notices, contracted collection services, and tax takings; monitors the processing of, accounting for and maintenance of all collection records.

Provides for the receipt, deposit, accounting for and segregation of all department collected revenues; provides for the regular proof, reconciliation and reporting of all Town funds ensuring collection and disbursement according to attended purposes; verifies with the Town accountant to assure that the record of accounts are in agreement with the statement of collections and disbursements.

Manages all town debt service functions; issues short and long-term borrowing; reviews with financial advisor and Bond Counsel the wording, structure and amount of debt issued; determines and recommends the appropriate mix and timing of loans to ensure favorable market entry and that all legal requirements have been met.

Processes and disburses municipal payrolls, including employee withholdings, contributions, deductions, tax reporting, and direct deposit.

Oversees and supervises accounts payable check processing and reconciliation.

Negotiates and recommends approval of treasury/collection third party arrangements.

Manages all Town trust fund banking including portfolio management in accordance with Town investment guidelines and state laws.

Prepares reports including reconciliation of treasurer's cash, weekly or monthly report of receipts and balances, payroll deductions and input to the annual report.

Responsible for the administration of employee benefits including but not limited to health insurance, leave accrual and retirement etc.

Prepares and administers the operating budget for the department including debt service.

Recommended Minimum Qualifications:

Education and Experience: Bachelor's degree in Public or Business Administration or a related field with three to five (3-5) years related work experience preferably in the field of municipal

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finance; or any equivalent combination of education, training and experience which provides the required knowledge, skills and abilities to perform the essential functions of the job.

Special Requirements: Must be able to be bonded. As a condition of employment must pass a CORI examination. Attend Massachusetts Treasurer and Collectors Association educational sessions and work towards certification of each; Treasurer and Collector.

Knowledge, Abilities and Skill

Knowledge: Thorough knowledge of federal, state, and municipal laws, regulations, and procedures relating to the function of a municipal treasurer/collector; knowledge of accounting, collection work, payroll, personnel, borrowing and investing functions; working knowledge of computer software applications in spreadsheet applications and word processing; knowledge of office procedures and equipment; knowledge of investing and dealing with banks and investment firms on behalf of the Town.

Abilities: Ability to communicate appropriately and effectively with people through spoken written, listening and reading skills; ability to learn and to train staff members; ability to budget and forecast revenue; must be able to be bonded as both Town Treasurer and Collector; good judgment, common sense, and tact to deal with complex, sensitive issues.

Skills Proficient computer skills, mathematical skills, recordkeeping and clerical skills; proficient written and oral communication skills. Effective management/supervisory skills, problem solving, and analytical skills. Proficient customer service skills.

Physical and Mental Requirements

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 position's essential functions.

Physical Demands: Little or no physical demands are required to perform the work. Work effort principally involves sitting to perform work tasks, with intermittent periods of stooping, walking, and standing. The employee may occasionally be required to lift objects such as books, office equipment, and computer paper.

Motor Skills: Duties may involve assignments requiring application of hand and eye coordination with finger dexterity and motor coordination. Examples include using a personal computer.

Visual/Auditory Skills: The employee is required to constantly read documents, personal computer screens and written reports for general understanding and routinely for analytical purposes. The employee must have the auditory ability to listen and comprehend. The employee is not regularly required to determine color differences.

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