

Town of Hampstead, NH

POSITION: Deputy Town Clerk/Tax Collector
FLSA STATUS: Non-Exempt
LABOR GRADE: 6

DEPARTMENT: Town Clerk/Tax Collector
REPORTS TO: Town Clerk
DATE: May 2019

GENERAL SUMMARY

Performs a wide variety of clerical and secretarial functions that are outlined by New Hampshire's Revised Statutes Annotated (RSAs). Performs all duties of the Town Clerk in that individual's absence. The Deputy Town Clerk is, by extension, responsible to the same RSA's as the Town Clerk.

Performs a wide variety of accounting, secretarial and clerical functions as outlined by the New Hampshire's Revised Statutes Annotated (RSA's). The Deputy Tax Collector shall perform all of the duties of the Tax Collector in that individual's absence. The Deputy is, by extension, responsible to the same RSA's as the Tax Collector.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Town Clerk:

- Issues motor vehicle permits and collects applicable fees for the town.
- Issues license plates, titles and validation stickers and collects fees for the state.
- Processes motor vehicle permit and license renewal letters.
- Issues and records marriage licenses, birth and death certificates. Performs related vital records searches and collects and processes required fees.
- Issues, records and collects fees for dog licenses. Writes civil forfeiture notices, renewal notifications, etc., required by the appropriate RSAs.
- Receives voter registrations. Issues and records absentee ballots.
- Accepts and processes Wetlands applications. Receives completed applications, verifies information and mails to state and other boards, as required. Collects necessary fees related to applications.
- Completes filings for Articles of Agreement, Pole Licenses, IRS Tax Liens, Writs, etc. Performs related research and collects related fees.
- Receives public inquiries relating to historical town records and current issues. Researches and responds to inquiries. Makes necessary referrals to other town departments or state agencies, as warranted.
- Completes or assists in completing special projects required by state and federal agencies, new legislation, regulator policies, etc.

Tax Collector:

- Works closely with taxpayers in person, by telephone, by mail, and/or email.
- Provides research as needed, prepares appropriate responses and gives assistance and advice on a variety of matters while maintaining a friendly, service oriented atmosphere.
- Receives, records, reconciles and deposits funds daily.
- Prepares redemption reports and records same with the Registry of Deeds on a bi-monthly basis.
- Assists in the tax lien and tax deeding process, which includes preparing reports, certified lien letters, notices to mortgagees and other letters as necessary.
- Prepares and processes abatements and refunds.
- Assists with the preparation of weekly, monthly and year end reports for the Treasurer, the State and the Auditors.
- Assists with the proving, recording and billing of warrants for property, yield and land use change tax, etc.
- Processes and tracks the collection of bad checks.
- Assists with tax records retention and preservation.

- Fills in and performs all of the duties of the Town Clerk/Tax Collector in his/her absence.

OTHER DUTIES AND RESPONSIBILITIES

Performs other related duties as required by state RSA's and Various State Departments Administrative Rules.

SUPERVISORY CONTROLS: The Town Clerk provides continuing or individual assignments by indicating generally what needs to be done, limitations, quantity and quality expected, deadlines and priority of assignments. The supervisor provides additional, specific instructions for new, difficult or unusual assignments including suggested work methods or advice on source material available. The employee uses initiative in carrying out recurring assignments independently without specific instruction in accordance with Town policies and procedures, exercising a high degree of judgment and tact, but refers deviations, problems and unfamiliar situations not covered by instructions to the supervisor for decision or help. The supervisor assures that finished work and methods used are technically accurate and in compliance with instructions or established procedures. Review of the work increases with more difficult assignments if the employee has not previously performed similar assignments.

GUIDELINES: Guidelines include Department of Revenue Administration laws and regulations, State Motor Vehicle Division regulations, Secretary of State rules, Vital Records guidelines and Town policies and procedures. These guidelines are generally clear and specific, but may require some interpretation in application.

COMPLEXITY: The work includes various duties involving different and unrelated processes and methods. The decision regarding what needs to be done depends upon the analysis of the subject, phase, or issues involved in each assignment and the chosen course of action may have to be selected from many alternatives. The work involves conditions and elements that must be identified and analyzed to discern interrelationships.

SCOPE AND EFFECT: The work involves the execution of specific rules, regulations or procedures, and typically comprises a complete segment of an assignment or project of broader scope. The work product or service affects the accuracy, reliability, or acceptability of further processes or services.

PERSONAL CONTACTS: The contacts are with members of the general public, as individuals or groups, in a moderately structured setting (e.g., the contacts are generally established on a routine basis, usually at the employee's work place; the exact purpose of the contact may be unclear at first to one or more of the parties; and one or more of the parties may be uninformed concerning the role and authority of other participants).

PURPOSE OF CONTACTS: Contacts are typically to obtain, clarify or give and exchange information and provide services.

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 frequently required to stand; walk; sit; use hands to finger, handle, or feel; reach with hands and arms and talk, see and hear. The employee must occasional lift/move up to 25 pounds, bend, stoop or crouch.

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.

Work is primarily performed in office setting.

SUPERVISORY AND MANAGEMENT RESPONSIBILITY: Positions at this level have no formal assigned supervisory responsibility or authority. Employees are responsible only for the performance of their own

assigned work. They may be asked to train new employees in the fundamentals of the job or to participate in cross-training of other employees in the department, but such assignments do not include the on-going authority to assign and review the work of other employees or to recommend or take corrective action with regard to the performance of other employees.

DESIRED MINIMUM QUALIFICATIONS

Education and Experience

- Knowledge and level of competency commonly associated with completion of specialized training in addition to basic skills typically associated with a high school education.
- Sufficient experience to understand the basic principles relevant to the major duties of the job usually associated with having had a similar position for one to two years.
- Certification by the New Hampshire Department of Motor Vehicles to use the state computer program for motor vehicle registrations or the ability to obtain certification within a reasonable period of time.
- Commissioned as a Justice of the Peace and/or a Notary Public.
- Any equivalent combination of education and experience that demonstrates possession of the required knowledge, skills and abilities.

Knowledge, Skills and Abilities

- Knowledge of RSA's governing registrations, licensing, vital records, taxes and elections.
- Knowledge of Town ordinances, policies, practices and procedures.
- Knowledge of the principles and practices of public records management.
- Knowledge of election laws and processes.
- Skill in the use of a computer, typewriter, fax machine, copy machine, postage machine, calculator, cash register, etc.
- Skill in public and interpersonal relations.
- Skill in oral and written communication.
- Skill in the use of computer software.
- Ability to perform calculations that may be complex in nature.
- Ability to reconcile accounts.
- Ability to deal tactfully and effectively with the general public and to convey concise and accurate explanations of policies, procedures and requirements.
- Ability to establish effective working relationships with employees, Town officials, the business community, the general public and State officials.
- Ability to communicate effectively, orally and in writing.
- Ability to maintain confidentiality and demonstrate integrity and tact.

LICENSING AND CERTIFICATION

Bonded position. Notary Public, graduation from NH Tax Collectors/City & Town Clerks' Association joint certification school, and Certification and Bonding as Municipal Agent for the State of NH Dept. of Safety. Must obtain the Driver Protection Privacy Act Certification. Continual education and re-certification is required.

TOOLS AND EQUIPMENT USED

Elections equipment such as voting machines and booths; computers, multiple printers required to print motor vehicle registrations, safety-watermarked birth, death and marriage certificates, peripherals, copiers, fax machine, adding machines and other general office equipment.

External and internal applicants, as well as position incumbents who become disabled as defined under the Americans With Disabilities Act, must be able to perform the essential job functions (as listed) either unaided or with the assistance of a reasonable accommodation to be determined by management on a case by case basis.