

Town of Hampstead, NH

POSITION: Town Clerk-Tax Collector
FLSA STATUS: Exempt
LABOR GRADE: 13

DEPARTMENT: Town Clerk/Tax Collector
REPORTS TO: Elected Position
DATE: March 2019

GENERAL SUMMARY

Responsibilities include but are not limited to: tasks associated with the receipt and accounting of municipal taxes, combining administrative and management duties with record keeping and clerical work, collection of payments and fees and the issuance of licenses, permits and related records and certificates maintained as the official records of the town, coordination of the town, state, and federal elections in accordance with NH state law, voter registration and maintaining voter database, and overall management of the Town Clerk – Tax Collector’s office.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Performs transactions necessary to issue and maintain licenses, certificates and permits to the public including motor vehicle titles and registrations, marriage licenses, voter registration, death certificates, and other assorted permits and certificates.
- Provides certified copies of vital records (birth, death, marriage, divorce).
- Issues dog licenses and reports State Dog License fees.
- Receives and identifies monies due the Town, i.e. taxes and fees.
- Prepares cash receipts for both Town and State monies (i.e. taxes and fees) and assures depositing of all receipts; prepares daily and monthly reconciliation of receipts.
- Reports all cash receipts to the Town Treasurer.
- Handles questions and concerns from the public; may be required to conduct basic research of meeting minutes, files, deeds, title registrations, and other records.
- Supervises and manages the conduct of Federal, State and local elections, compiling necessary forms, and arranging for needed equipment, support services and workers; arranges for election material to be printed; certifies all election results.
- Records and reports minutes of Town Meetings for the Town Permanent Records and to the State of New Hampshire.
- Interacts with other town departments and with the NH Department of Motor Vehicles, Secretary of State, Department of Vital Statistics, and State Department of Health and Human Services.
- Processes taxes – billing, collection, tax liens, deeding and all necessary registry filings and certified mailings, refunds, credits, overpayments and abatements.
- Oversees the printing and mailing of tax bills.
- Plans, organizes, supervises and directs the work of office personnel; provides training to office personnel.
- Handles questions and concerns from the public, both in person and on the telephone.
- Responds to inquiries from taxpayers, banks, attorneys, and mortgage companies; sends letters of inquiry as requested.
- Prepares and administers the annual budget for the Town Clerk/Tax Collector’s office.
- Prepares Annual Reports of the Town Clerk and Tax Collector.
- Prepares year end reports for the Town Clerk and submits to the Town Treasurer.
- Prepares year end reports for the Tax Collector and submits to the Town Treasurer and NH Department of Revenue.
- Prepares the necessary year end reports for annual audit.
- Attends conferences and workshops of the Town Clerk and Tax Collector to keep informed about changes in laws and statutes.

OTHER DUTIES AND RESPONSIBILITIES

Performs other related duties as requested.

SUPERVISORY CONTROLS: The supervisor sets the overall objectives and resources available. The employee and supervisor, in consultation, develop the deadlines, projects and work to be done. At this level, the employee, having developed expertise in the line of work, is responsible for planning and carrying out the assignment; resolving most of the conflicts which arise; coordinating the work with others as necessary and interpreting policy on own initiative in terms of established objectives. In some assignments, the employee also determines the approach to be taken and the methodology to be used. The employee keeps the supervisor informed of progress, potentially controversial matters, or far-reaching implications. Completed work is reviewed only from an overall standpoint in terms of feasibility, compatibility with other work, or effectiveness in meeting requirements or expected results.

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 treating a variety of conventional problems, questions or situations in compliance with established criteria.

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 CONTACT: The purpose is to plan, coordinate or advise on work efforts or to resolve operating problems by influencing or motivating individuals or groups who are working toward mutual goals and who have basically cooperative attitudes.

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. Maybe exposed to stressful situations from the public. Some evening hours may be required.

SUPERVISORY AND MANAGEMENT RESPONSIBILITY: Department heads at this level have final responsibility and authority for the accomplishment of objectives, utilization of resources and personnel administration decisions within a major jurisdictional subdivision. They are accountable for the effective and efficient management of work to achieve goals and objectives. They usually receive guidance in the form of approval/denial on matters of policy, service levels and goals or objectives from higher authorities.

DESIRED MINIMUM QUALIFICATIONS

Education and Experience

- Knowledge and level of competency commonly associated with completion of specialized training in the field of work (e.g. training from the State of NH and the Town Clerks and Tax Collectors Associations), 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 position, usually associated with a minimum of 5 years' experience in a municipal financial office or other financial position with account receivable experience recommended, or any equivalent combination of education and experience which 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 (e.g. Avitar, NHVRIN and NH Electionet).
- Ability to perform calculations that may be complex in nature.
- Ability to interpret the current statutes, guidelines, regulations, and ordinances which pertain to the governing responsibilities of a Town Clerk/Tax Collector, or ability to acquire such knowledge in a relatively short period of time.
- Ability to perform a variety of tasks associated with the reconciliation of numerous 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 plan, assign, and supervise the work of personnel engaged in a combination of record keeping, account collection and clerical tasks.
- Ability to prepare and present technical and statistical reports.
- 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

State of New Hampshire Municipal Agent Certification, Vital Records Certification, Election Certification, and Certification as Notary Public and/or Justice of the Peace.

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.