

TOWN OF PORTSMOUTH, RI
TAX CLERK

Department:	Tax Assessor/Collector Office
Reports to:	Tax Assessor/Collector
Supervises:	None
Position Status:	Non-Exempt
Union/Non-Union:	PMEA Union

Position Summary/Purpose:

The purpose of this position is to provide responsible administrative and clerical assistance with the Town’s revenue collection and assessment activities, consistent with policies and procedures and applicable laws and statutory responsibilities. The Collection function involves the billing and collection of personal and property tax revenues, depositing such revenues and maintaining records pertinent to the collection function, calculating any interest or penalties, recording, and reconciling receipts, and answering customer inquiries. The Assessment function involves the maintenance of all real estate, personal, motor vehicle, and tangible property records. The Tax Clerk is required to exercise sound judgment and is responsible for maintaining and improving upon the efficiency and effectiveness of all areas of their responsibility. The Tax Clerk works under the guidance of the Tax Assessor/Collector.

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.)

Collection Duties:

- Responds to tax assessment/collection inquiries from other departments, financial institutions, mortgage companies and the public in person at the counter, by phone, e-mail, or fax.
- Receives, verifies, processes and balances tax collections submitted at the office counter and through the mail; processes and downloads post payments into computer; follows up with taxpayers, mortgage companies and banks on unpaid balances or payment discrepancies such as overpayments. Reconciles all transactions.
- Prepares and balances monthly deposits lists.
- Participates in coding and maintaining the records of real estate tax escrow accounts. Processes liens for delinquent real estate accounts; maintains records and reports for Tax Assessor/Collector and Town Clerk offices.
- Maintains delinquent personal property tax records; verifies records before preparing and mailing statements of delinquent taxes and implements available collection methods such as payment schedules.

- Researches, records and implements policies on returned checks; notifies taxpayers of status. Researches all notifications of bankruptcies from court or verifies proof of claim filed with the court.
- Administers the Transfer Station sticker program (collection and processing of user fees for the Transfer Station).
- Assists with tax sales.
- Assists Tax Assessor/Collector with more complicated procedures and/or assessment - related help as requested.

Assessment Duties:

- Researches information or refers to appropriate staff member. Assists the public with filing for tax exemptions and provides information to lawyers, title searchers and appraisers.
- Updates and maintains accurate property title records and records relating to ownership, building permits, certificates of occupancy, and sale and value of land and improvements through automated systems and on property cards; reviews deeds and other legal documents to update property records; assists with maintenance and updates to databases, as required, in preparation of the Grand List.
- Maintains all files for personal property, veterans, elderly and disabled tax exemptions; certificates of correction, pro-rations and open space applications.
- Assists the Tax Assessor/Collector with special mailings related to exemption programs, personal property, and assessment documents.
- Assists with maintaining complex files and compiling state mandated reports for the Tax Assessor/Collector's review.
- Generates certificates of corrections and adjustments, as appropriate.
- Clerical duties include ordering office supplies, handling routine correspondence, filing, and gathering documents.
- Assists Tax Assessor/Collector with more complicated procedures and/or collections - related help as requested.

Other Functions:

- Performs similar or related work as required, directed or as situation dictates.
- Continues required training and professional development; keeps current with trends.
- Assists other department staff as needed to promote a team effort to serve the public.

Minimum Required Qualifications:

Education, Training and Experience:

The qualifications required would generally be acquired with a High School degree with 1 - 2 years of office experience or any equivalent combination of education, experience and training.

Special Requirements: None

Knowledge, Skills and Abilities:

- Have or obtain working knowledge of the practices of municipal tax collection and assessment.
- Have or obtain basic knowledge of tax laws, rules and regulations.
- Have or obtain thorough knowledge of data processing techniques and applications in municipal tax collection, assessment and recordkeeping.
- Acquire a basic understanding of accounting practices.
- Ability to implement laws and ordinances governing tax collection procedures.
- Ability to utilize data processing applications as they relate to the functions of the Tax Assessor/Collector's Office.
- Ability to implement operational procedures to meet established statutory deadlines.
- Ability to deal effectively with the public and upset taxpayers.
- Ability to prepare reports for the department.
- Ability to prioritize job tasks to meet established statutory deadlines and to assist with implementing a municipal collection/assessment program.
- High level of customer service skills.
- Strong verbal and written communication skills.
- Aptitude for working with numbers and details.
- Skill in using standard office equipment and computer systems.

Supervision:

Supervision Scope: Performs a wide variety of routine, technical and administrative responsibilities requiring knowledge of automated and manual collection of taxes and assessment functions. Performs responsibilities requiring independent judgment and initiative.

Supervision Received: Works under the direction of the Tax Assessor/Collector.

Supervision Given: None

Job Environment:

Technical and administrative work is performed in moderately noisy conditions, with regular interruptions during the day from the public in person or via the phone, email or faxes.

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

Constantly makes contact with the general public to handle residents' questions and requests.

Frequent and periodic contacts are with employees in the department or other Town departments, attorneys, title searchers, real estate agents, lenders, banks, other municipalities and State agencies. Communication is frequently in person, by telephone, fax, email and in writing.

Errors in judgment or omissions could result in monetary loss and/or rework and 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 and hearing				X
Using hands/fingers to handle/feel				X
Climbing stairs	X			
Stooping to file		X		
Reaching with hands and arms				X
Tasting or smelling	X			
Bending, pulling, pushing		X		

Lifting Requirements

	None	Under 1/3	1/3 to 2/3	Over 2/3
Up to 10 pounds		X		
Up to 25 pounds	X			
Up to 50 pounds	X			
Up to 75 pounds	X			
Up to 100 pounds	X			
Over 100 pounds	X			

Noise Levels

	None	Under 1/3	1/3 to 2/3	Over 2/3
Very quiet (forest, isolation booth)	X			
Quiet (library, private office)	X			
Moderate noise (computer, light traffic)				X
Loud noise (heavy equipment/traffic)	X			
Very loud (jack hammer work)	X			

Vision requirements

- Close vision (i.e. clear vision at 20 inches or less)
- Distance vision (i.e. clear vision at 20 feet or more)
- Color vision (i.e. ability to identify and distinguish colors)
- Peripheral vision (i.e. ability to observe an area that can be seen up and down or left and right while the eyes are fixed on a given point)
- Depth perception (i.e. three-dimensional vision, ability to judge distances and spatial relationships)
- No special vision requirements

(This job description does not constitute an employment agreement between the employer and employee. It is used as a guide for personnel actions and is subject to change by the employer as the needs of the employer and requirements of the job change.)