

**Town of Hudson, New Hampshire**  
**Proposed Position Description**

Position Title: Tax Collector/Municipal Agent  
Reports to: Town Administrator

Department: Tax Collector  
Date: January 2023

**Job Summary**

Under direction of the Town Administrator, responsible for collection, reporting and proper accounting of municipal funds warranted through the Tax Collector's Office, as well as all other billings and miscellaneous receipts of the Town. Assures the Town receives utmost benefit of collections and property deeded for nonpayment of taxes. Also serves as the Town's Municipal Agent, responsible for administering, collecting and reporting the registration of vehicles and boats as an agent for the NH Division of Motor Vehicles. Receives and deposits funds collected by other Town departments. These responsibilities are performed with the assistance of a Deputy Tax Collector, reporting to the Tax Collector.

**Supervision Received and Exercised**

Directly supervises less than ten (10) employees. Carries out supervisory responsibilities in accordance with the Town's policies and applicable laws, including interviewing, recommending employees for hire, and training; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints, resolving problems and maintaining a cohesive and cooperative work environment.

**Essential Duties and Responsibilities**

- Receives and identifies monies due the Town; provides a detailed accounting of receipts; monitors revenue collected through interest and fees; deposits all funds received by the Town.
- Plans and oversees preparation and mailing of tax bills, liens, deed and mortgagee notices in accordance with State law; plans and analyzes the needs of the office and tax policies.
- Plans and oversees, as the Town's Municipal Agent, the registration of vehicles and boats, including the day-to-day processes, transfer of appropriate funds to the state and ongoing reporting of said activity as required by State law.
- Maintains an updated knowledge of local and State regulations affecting tax rates and/or the processes involved with the collection of taxes and vehicle/boat registration.
- Interprets laws and legislation affecting tax collection and motor vehicle/boat registrations, notifies Town of any issues that will impact it and proposes resolutions to those issues.
- Prepares and manages annual Tax Collector area budget voted by town meeting.
- Plans, directs and evaluates the work of subordinates; hires and terminates personnel; provides training to office staff, including cross discipline training.

- Meets with taxpayers to discuss payment problems; establishes payment plans; oversees water shut-off policy for delinquent accounts; and discusses any issues with respect to motor vehicle or boat registrations.
- Represents Town in the disposal of tax-deeded property; attends auctions; manages properties; prepares deeds and closing documents; conducts property closings.
- Prepares and reconciles reports and memos; prepares Staff Reports for the Town Administrator or Board of Selectmen's consideration that contain accurate and reliable findings and recommendations

### **Other Duties and Responsibilities**

- Attends meetings, conferences, workshops and training sessions and reviews publications and audio-visual materials to become and remain current on the principles, practices and new developments in assigned work areas;
- Communicates and coordinates regularly with other staff to maximize the effectiveness and efficiency of interdepartmental operations and activities;
- May appear on Town's behalf in court matters or other legal proceedings pertaining to small claims complaints and bankruptcy.
- Answers inquiries from Town employees, including Administrator and Board of Selectmen, Town Attorneys, auditors, taxpayers, banks, mortgage companies' tax services, and other Tax Collectors/Municipal Agents.
- Performs other related duties as required.

### **Knowledge, Skills and Abilities Required**

- Completion, at a minimum, of a Bachelor's degree (B.A.) in Public Administration, Accounting or a closely related field; and extensive experience in related operations or any equivalent combination of experience and training which provides the knowledge, skills and abilities necessary to perform the assigned work. New Hampshire Tax Collector and Municipal Agent Certifications are required within a reasonable period of time.
- Comprehensive knowledge of the theory, principles and practices of tax and property collection within a municipality.
- Comprehensive knowledge of the theory, principles and practices of motor vehicle and boat registration.
- Ability to apply and interpret laws, regulations, and collection practices and procedures.
- Thorough knowledge of fundamentals of accounting principles and practices.
- Ability to communicate effectively both verbally and in writing; to establish positive public relations for the Town; and to interact effectively with a wide variety of people.

- Ability to effectively make presentations in a public forum.
- Ability to efficiently use a personal computer, as well as the knowledge of or the ability to quickly learn computer software programs frequently used for data entry and management appropriate to assigned tasks.
- Ability to use logical and creative thought processes to develop solutions according to written specifications and /or instructions.
- Ability to perform a wide variety of duties and responsibilities with accuracy and speed under pressure of time-sensitive deadlines.
- Ability and willingness to quickly learn and put to use new skills and knowledge brought about by rapidly changing information and/or technology.
- Integrity, ingenuity and inventiveness in the performance of assigned tasks.

#### **Working Conditions and Physical Demands/Abilities**

- Normal office environment, not subject to extremes in temperature, noise, odors, etc.
- Regularly uses computer keyboards, calculator and other office equipment requiring eye-hand coordination and finger dexterity.
- Sufficient clarity of speech and hearing or other communication capabilities which permits the employee to communicate effectively.
- Sufficient vision or other powers of observation which permits the employee to review a wide variety of written material in electronic or hardcopy form.
- Involves travel to meetings and other communities.

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*The above statements are intended to describe the general nature and level of work being performed by people assigned to do this job. The above is not intended to be an exhaustive list of all responsibilities and duties required.*

**\*Position incumbents who are or 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.**