Town of Conway

Job Title: **Full-Time Collections Clerk**

Job Summary: Responsible for processing motor vehicle registrations, vital statistics, dog licenses, property tax collection, election functions, seasonal permits and fielding phone calls. Performs daily reconciliations, day end deposits, and other clerical duties requiring skills in processing, cataloging, maintaining and retrieving a variety of public and confidential records and documents. This position is expected to work independently and perform duties with a high degree of accuracy, exercising considerable judgment and discretion in answering inquires and determining correct courses of action according to State Laws and Town Regulations.

Accountability: Works under the direct supervision of the Town Clerk/Tax Collector who outlines office policy, assigns work and evaluates work in terms of effectiveness.

Equipment Used: Computer, calculator, typewriter, copy and fax machines, printers, shredder and telephone.

Environment: Inside: 100% Outside: 0%

Duties and Responsibilities:

- Registration and titling of motor vehicles and disseminates information regarding all facets of motor vehicle requirements in compliance with the Department of Safety Division of Motor Vehicles.
- Vital records administration including processing marriage licenses, birth, death, divorce and marriage certificates.
- Issuing of dog licenses, updating rabies certificate information and collection of dog fines.
- Assist with voter registration, preparing and handling of absentee ballots and other election related tasks.
- Gathers appropriate new resident information and required forms.
- Collects tax payments and accurately computes interest.
- Issuing of seasonal parking permits.
- Daily reconciliation of cash receipts and transactions.
- Reviews documents and records to verify accuracy of records and to ensure any discrepancies or errors are corrected.
- Maintains official municipal records.
- Receives incoming calls, screens, answers inquiries or makes appropriate referrals.
- Acts as a public relations representative and resource to residents and businesses in resolving questions and direction to other Town Departments.
- Understand and follow confidentiality requirements.
- Performs all other tasks as assigned.

Knowledge, Skills and Abilities:

- Must be detail oriented, have good organizational and time management skills.
- Ability to communicate well both orally and in writing.
- Knowledge of basic accounting and cash handling procedures.
- Capable of learning and applying State Laws and Town Regulations and Ordinances pertaining to the conduct of the Town Clerk/Tax Collector's Office.
- Ability to take direction and report to supervisor.
- Ability to learn and operate a variety of software programs.
- Must have a clear thought process and strong problem-solving abilities.
- Able to establish and maintain good working relationships with departmental employees, Town Officials, State Agencies and general public.
- Act in a responsible, professional manner.

Minimum Qualifications Desired:

High School Diploma required. Any equivalent combination of education and experience which demonstrates possession of the desired knowledge, skills and ability. The capability to work cooperatively in a small office environment, which deals with the public, is essential. Experience with Window based computers, Outlook, Word and Excel are required.

Other Considerations and Requirements:

Must pass a background check. Travel required for training. Must be able to be certified as an Agent with the NH DMV within 6 months of hire. Associate's degree, prior experience in customer service, business or administrative field and a Conway resident would be a plus.