



City of Meriden, Connecticut

Department of Human Resources

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Director of Human Resources

CITY HALL
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January 6, 2022

VACANCY ANNOUNCEMENT PROMOTION/TRANSFER

VACANCY:

Account Clerk – Tax Office
Full Time - 40 hours

SALARY:

31F - \$22.71 to \$32.69 per hour (hired before 7/1/03)
\$22.71 to \$30.82 per hour (hired after 7/1/03)

NATURE OF WORK:

Please read the attached job description.

QUALIFICATIONS:

Graduation from high school or the equivalent, including or supplemented by courses in bookkeeping and business practices, plus 2 years of varied office clerical work or an equivalent combination of education and qualifying experience substitution on a year for year basis.

HOW TO APPLY:

Apply on line at <https://tinyurl.com/meridencareers> or you can e-mail your application/transfer form to humanresources@meridenct.gov. Applications are also available in the Human Resources Department, City Hall, 142 East Main Street.

LAST DATE TO APPLY: Friday, January 14, 2022

E.O.E

Account Clerk

General Description:

This is a responsible accounting clerical position, covering a wide and varied range of tasks. Work involved the routine receiving and recording of real estate, water/sewer and motor vehicle payments, balancing cash receipts and performing other clerical tasks in the Tax Collector's Office. Work includes extensive computer use and excellent keyboard skills are a necessity.

Employees in this position are unable to take vacation time during the month of July as well as various other times of the year due to tax collections and/or water termination program.

Supervision Received:

Related work as required under the general supervision of the Tax Collector and Delinquent Collector.

Examples of Duties:

Assists in the opening/set up of the Tax Office by preparing the computer and cash for daily transactions. Closes out register at the end of the day; print posting reports; balance the previous day's receipts against the posting reports each morning.

Received and processes tax payments; checks for delinquent taxes; calculates interest. Receives credits card payments in person and inputs the credit card information into the computer in order to execute the transaction.

Interfaces with the public on the phone and in person, answering technical questions regarding taxes owed and the tax collection process.

Deescalates and resolves tax payment issues with taxpayers.

Interprets and applies state statutes as they pertain to tax collections.

Researches and confirms that accounts are paid current for building, electrical, health and state lottery permit sign-offs.

Verifies payment and maintains relationships with State Marshals and Collection Agencies.

Type bills or operates computer to produce bills to program recipients, customers or other agencies.

Reviews payment records and processes addition or abatements as required.

Prepares delinquent notices, print and mail them out, respond to any questions from taxpayers upon receiving a delinquent statement. Folds and mails out bulk Collector demand notice mailings.

Responds to refund requests from taxpayers; verifies that all taxes are current before mailing refund request forms. \Answers queries by phone or over the counter from real estate brokers, mortgge companies, lawyers, accountants, taxpayers, and others. Directs taxpayers over the phone hoe to navigate the City of Meriden Website to pay or look up bills.

Prints tax payment history reports for taxpayers for income tax purposes; provide guidance to taxpayers about hoe to look tax payment history online.

During water termination period, works with delinquent taxpayers, on an individual basis, to set up payment plans to avoid termination of service.

Works closely with the Assessor's office for additions and corrections to real estate and motor vehicle tax bills; research real estate property transfers in coordination with Assessor's Office. Record new owner on real estate account and mail bill to new owner.

Researches probate notices in the newspaper; send letters and tax statement to the probate executor within statutory limit.

Researches mail returns for Motor Vehicle bill with the CT DMV website; changes addresses in the tax system and mails out statements.

Codes tax bills for bank escrow accounts.

Processes water/sewer and real estate lien releases for the City Clerk as directed by Tax Collector.

Knowledge, Skills and Abilities

Must have a thorough knowledge of modern office practices and procedures, along with ability to perform basic mathematical computations.

A good understanding of tax collection principles and practices, rules, regulations, laws, ordinances and terminology related to the operation of the tax office.

Possess the ability to handle large amounts of cash accurately, multitask, function under stress, and perform all duties in a courteous and efficient manner.

Possess the ability to give clear, concise verbal explanations of tax collection procedures and policies.

Good ability to establish and maintain effective working relationships with supervisors, associates and the general public, follow oral/written instructions, present professional appearance along with dependability.

Able to handle duties independently during periods of reduced staff.

Qualifications

Graduation from high school or the equivalent, including or supplemented by courses in bookkeeping and business practices, plus two years of varied office clerical work or an equivalent combination of education and qualifying experience substituting on a year for year basis.