

**Job Description: Union Position  
Town of Pembroke, Massachusetts**

**Position Title**

Treasurer-Collector's Office  
Principal Clerk  
37.5 Hours/Week

**Duties and Responsibilities:**

- Accept, process and balance turnovers from all town departments
- Keep and preserve the Treasurer/Collectors Office Bonds and renewals
- Maintain tax title accounts in accordance with Massachusetts General Laws
- Implement payroll and benefits for both School and Town employees along with all required reporting
- Accounts payable processing and account funding
- Bank Reconciliation

**General Description:**

- Front line communication with residents and others in appositive manner, multitasking to provide exemplary service levels and excellent customer service
- Expected to work independently and have excellent time management skills to prioritize accordingly
- Proficiency in Microsoft Office products, People GIS experience is preferred

**Job Environment:**

Work is performed according to numerous standardized practices, procedures, or general instructions governing the work. Employee is expected to use good judgment to locate, select, select, and apply the most pertinent practice, procedure, regulation, or guideline. Work consists of a variety of duties.

**Reports to:**

- Assistant Collector, Assistant Treasurer, Treasurer-Collector

**Recommended Minimum Qualifications:**

- Associates Degree/Certification in Business/Customer Relations is preferred; knowledge of payroll and benefits processes a bonus
- Minimum of five years' experience either working with the public, providing customer service and/or municipal patron service, or combination of same
- Mandatory ability to satisfy CORI and annual Surety Bond requirements

**Additional Desirable Qualifications:**

- Pleasant and professional personality and demeanor
- Flexibility and ability to interact well with others
- Demonstrating capability of managing multiple projects, often simultaneously
- Ability to learn new IT systems, support and assist with Departmental IT project implementations

**Skills:**

- Proficient in MS, PeopleGIS, other related products
- Possess strong communication and customer service skills
- Ability to follow directions and complete assignments
- Interact effectively and perform multiple tasks despite interruptions

**Special Requirements**

- Possess telephone courtesy and customer service skills
- Strong interpersonal skills and demonstrated customer service ability to deal with a full spectrum of staff and public contacts
- Present a clean, neat and professional appearance

**Physical Requirements:**

- Employee works in a moderately loud and busy Treasurer-Collector's office
- Required to sit, talk, listen/hear, stand, walk, assist residents, verbally and in writing
- Required to lift up to 30 lbs.
- Normal vision is required

*This job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.*