

DEPUTY TAX COLLECTOR

Official Position Description | Prepared August 2026

Department	Tax Collector's Office
Reports to	Tax Collector
Position type	Part-time appointed municipal officer
Compensation	\$15.00 - \$20.00 per hour
Regular hours	Approximately 2-4 hours per week; may increase to approximately 10 hours per week during peak tax-collection periods
Public hours	Thursdays, 4:00-6:00 p.m., with flexibility for additional processing hours
Work location	Warren Town Offices, 8 Water Street, Warren, New Hampshire
Residency	Warren residency required
Start date	Immediate
Legal authority	RSA 41:38; related requirements include RSA 41:6 and RSA 41:35

Position Purpose

The Deputy Tax Collector provides accurate, courteous, and confidential support to the Tax Collector in receiving and accounting for property-tax payments, maintaining collection records, assisting residents, and ensuring continuity of tax-collection services. The position performs assigned duties under established New Hampshire law, Town policies, internal controls, and procedures established by the Tax Collector.

Authority, Appointment, and Supervision

Under RSA 41:38, the Deputy Tax Collector is appointed by the Tax Collector with the approval of the Select Board. The Deputy must take the required oath of office, be bonded, and has the powers of a tax collector when acting within the scope of assigned duties or when serving during the Tax Collector's temporary incapacity or another necessity recognized by law. The Deputy may be removed at the pleasure of the Tax Collector.

The Deputy works under the general direction of the Tax Collector. Routine work is performed according to established procedures; unusual transactions, disputes, legal questions, abatements, enforcement decisions, and exceptions are referred to the Tax Collector or other appropriate Town official. This position has no regular supervisory responsibility.

Essential Duties and Responsibilities

The following duties illustrate the work that may be assigned. The omission of a specific duty does not exclude work that is similar, related, or reasonably necessary to the tax-collection function.

- Provide scheduled public office coverage, typically on Thursdays from 4:00 to 6:00 p.m., and work additional flexible processing hours as needed during busier periods.
- Receive and process property-tax payments through authorized channels; verify payer, parcel, account, amount, and payment information before posting.
- Post payments accurately to the Town's tax-collection system, issue or provide receipts, and maintain a complete audit trail for each transaction.
- Calculate and verify statutory interest, fees, credits, and account balances in accordance with applicable law and established procedures.
- Balance payment batches, cash, checks, system totals, and supporting documentation; identify and resolve routine discrepancies and promptly report unresolved differences.
- Prepare turnover and remittance documentation and support the timely transfer of collections to the Town Treasurer in accordance with RSA 41:35 and Town procedures.
- Safeguard cash, checks, records, system credentials, and other Town assets; follow separation-of-duties, deposit, reconciliation, and other internal-control procedures.
- Maintain fair, accurate, and detailed records of taxes due, collected, abated, refunded, credited, delinquent, or otherwise adjusted, as assigned.
- Assist with the preparation, review, printing, mailing, and filing of tax bills, notices, correspondence, delinquency materials, reports, and related records.
- Research account questions and discrepancies using property, payment, commitment, abatement, and collection records; document findings and corrective action.
- Assist residents in person, by telephone, and by email; explain account information and established procedures clearly and respectfully without providing legal or tax advice.
- Refer assessment questions, abatement requests, legal disputes, collection-enforcement decisions, and matters outside delegated authority to the appropriate official.
- Coordinate as directed with the Tax Collector, Town Treasurer, Town Administrator, Select Board, assessing officials, auditors, the New Hampshire Department of Revenue Administration, financial institutions, and other authorized parties.
- Maintain orderly paper and electronic files; preserve public records and protect confidential or security-sensitive information as required by law and Town policy.
- Prepare routine reports, account listings, correspondence, and supporting documentation requested by the Tax Collector or authorized Town officials.
- During the Tax Collector's temporary incapacity or when another lawful necessity arises, perform the powers and duties of the office as provided by RSA 41:38 and directed by the appropriate authority.
- Participate in paid training, consultation sessions, and continuing education necessary to remain current on procedures, software, internal controls, and applicable law.
- Perform other related duties assigned by the Tax Collector or required by law.

Performance Expectations

Accuracy and accountability: Transactions, balances, records, and reports are complete, timely, traceable, and free from material error.

Resident service: Residents receive respectful, patient, consistent, and understandable assistance, including during difficult or sensitive interactions.

Integrity and confidentiality: Public funds, taxpayer information, records, and system access are handled with honesty, discretion, and appropriate security.

Reliability: Scheduled public hours and agreed processing times are covered consistently, and potential delays or concerns are communicated promptly.

Compliance and teamwork: Work follows applicable law, Town procedures, internal controls, and direction from the Tax Collector while supporting effective coordination with other officials.

Minimum Qualifications

- Warren residency, which must be maintained while serving in the position.
- High school diploma or equivalent education.
- Ability to meet the statutory requirements of appointment, oath, and bonding.
- Availability for the regular Thursday public hours and reasonable flexibility for additional hours during peak periods.
- Demonstrated ability to perform basic arithmetic accurately and use standard office technology.
- Ability to communicate effectively, maintain confidentiality, exercise sound judgment, and work reliably with limited direct supervision.

Preferred Qualifications

- Experience in customer service, clerical administration, bookkeeping, cash handling, payment processing, or detailed recordkeeping.
- Experience in municipal government, tax collection, public finance, banking, accounting, or a related environment.
- Familiarity with office productivity software, spreadsheets, email, scanners, financial systems, or tax-collection software.
- Experience resolving account discrepancies or responding calmly and tactfully to difficult customer-service situations.

Knowledge, Skills, and Abilities

- Ability to learn and apply New Hampshire statutes, administrative rules, Town policies, and established tax-collection procedures.
- Working knowledge of basic bookkeeping, cash-control, reconciliation, filing, and records-management practices.
- Strong numerical accuracy, attention to detail, organization, and follow-through.
- Ability to review source documents, identify inconsistencies, research routine issues, and document corrective action.
- Ability to use computers, calculators, printers, scanners, copiers, telephones, email, and other standard office equipment.
- Ability to communicate clearly in writing and verbally with residents, officials, financial institutions, and service providers.
- Ability to remain professional and courteous during interruptions, peak workloads, delinquency matters, and emotionally sensitive interactions.
- Ability to protect confidential information, secure payment instruments, and follow cybersecurity and access-control practices.

Schedule and Work Environment

This is a very part-time position averaging approximately 2-4 hours per week. Hours may increase to approximately 10 hours per week during tax-billing and collection periods. Public hours are typically Thursdays from 4:00 to 6:00 p.m.; additional processing hours may be scheduled flexibly in coordination with the Tax Collector.

Work is performed primarily in a public municipal office with frequent interruptions and regular interaction with residents. The position routinely uses a computer, tax-collection software, telephone, calculator, scanner, copier, and related office equipment. The work involves handling money and payment instruments, reviewing detailed records, and meeting time-sensitive statutory and operational deadlines.

Physical Requirements

The position generally requires sitting or standing for extended periods; viewing a computer screen; using a keyboard and standard office equipment; communicating in person and by telephone; reaching, bending, and handling files and payment materials; and occasionally lifting or carrying records or office supplies weighing up to approximately 10 pounds. Reasonable accommodations may be made to enable a qualified individual to perform the essential functions.

Paid Training and Professional Support

Paid training is available. Upon hiring, the successful candidate will have access to outside training opportunities as well as consultation support from an experienced former New Hampshire tax collector retained by the Town. This support is intended to help the Deputy learn Warren's systems and procedures, apply sound internal controls, and provide consistent, high-quality service to residents.

Application Information

Submit a letter of interest and resume to the Town Administrator at administrator@warren-nh.com.

Applications will be accepted immediately and reviewed beginning August 27, 2026. The position will remain open until filled. The anticipated start date is immediate following appointment and completion of required qualification steps.

Equal Opportunity and Disclaimer. The Town of Warren is an equal opportunity employer. This position description is intended to describe the general nature and level of work performed. It is not an employment contract and may be revised as operational needs, Town policies, or legal requirements change.

Approval and Acknowledgment

Tax Collector approval:	_____	Date: _____
Select Board approval:	_____	Date: _____
Deputy acknowledgment:	_____	Date: _____