# Finance Department - FY 25

Tax Collector/Harbor Clerk/Town Clerk/Elections

## Assumed Outcomes:

* + Effective and transparent stewardship of Town finances and records
  + Meaningful internal and external communication networks
  + Efficient foundation for Town operations
  + Highly responsive customer service
  + Effective and transparent stewardship of the daily cash receipts
  + Meaningful internal and external communication networks
  + Efficient foundation/general inquiries for all Town operations / departments
  + Highly responsive customer service whether by phone, email or in-person

## Mandates:

* + Annual independent audit
  + Publish an annual report with many statutorily required components
  + Financial oversight for the collection of many State fees
  + Statutory release of lien filings regarding taxes and sewer
  + Collection and Statutory notice and filings regarding tax lien process
  + Publish an annual report with statutorily required components and customer transaction summaries for each Town Department
  + Supervise Federal, State and local elections as well as maintenance of accurate voter list and state reporting *(4,977 registered voters)*
  + Collection, Reporting and financial oversight for the collection of State Fees, such as; Vital Records, Dept of Inland Fisheries, Animal Welfare *(Dogs)*, INFORME/PAYPORT and Bureau of Motor Vehicles
  + Billing and customer resolution for Taxes
  + Response to general real estate, mortgage and federal / state inquiries regarding property taxes.
  + Collection and statutory notice filings regarding Tax Lien process
  + Maintain and provide for inspection of Town records including business filings
  + Notice and record public hearings, local ordinances, permits, licenses, etc
  + Collection of Maine Payport Online Payments and BMV Rapid Renewal Service
  + Maintain the sale and scheduled use of burial lots at the Mt. View, Oak Hill (North & South) Cemeteries
  + Maintain inventory and replacement of general office supplies and town office equipment such as; copiers/postage meter machine and consumables.

## Current Methods:

* + Maintain Accounting Information System
  + Budget Preparation and Administration
  + Financial Analysis & Reporting
  + Processing of Accounts Payable & Receivable
  + Reconciliation of all bank accounts, internal assigned fund balance accounts, real estate and personal property tax accounts (A/R) and sewer accounts
  + Maintaining general fixed asset listing
  + Managing Investment Accounts
  + Vendor Communications
  + Audit Preparations (throughout the year to ensure proper documentation and compliance)
  + Daily cash deposits and reconciliations.
  + Maintain Cash Receipts/Accounts Receivable/Clerk/Motor Vehicle Software System
  + Administration and reconciliation of the Town’s INFORME/PAYPORT service to offer online bill pay for most Town Departments and acceptance of Credit/Debit cards.
  + Budget Preparation for Town Office, Elections and General Assistance
  + Processing of Accounts Payable & Receivable, Audit Preparations
  + Processing & Collecting of Taxes/Sewer through lien filing at Knox County Registry of Deeds

## Current Resources

### Personnel:

* + - Finance Director
    - Deputy Finance Director (Treasurer)
    - Town Clerk
    - Tax Collector/Harbor Clerk
    - Deputy Tax Collector/Treasurer/Clerk

## Areas of Discussion:

* + The financial processes have greatly improved and, without additional staff allocated to the department, the intent is to maintain this structure.
  + Balancing needs of the community seeking services and the significant back-office work load required for elections, tax collections, appropriately documented cash handling practices, and reporting for various state and regional functions (motor vehicle, IF & W, Vital Records, etc.)
  + Cemetery Mapping/Records Management/Elections Compliance and Vital Records Preservation.

## Areas of Concern:

* + Work expectations aimed at completing back-office clerical work, mandated state reporting, staff training which requires uninterrupted time off the counter has, at times, increased customer wait times.
  + The **mandatory** electronic marriage license process which now requires extra processing time
  + Minimum staffing (3FT) who also fulfill other administrative back-office duties while processing customer transactions and answering the phones for Town Departments
  + Response time for general inquiries, such as: email and phone.
  + Increased reporting/clerical time spent on State Elections, RCV and Voter Registration
  + The fact that the Town of Camden offers many municipal services online for the convenience of the customer, does not reduce the ‘behind the scenes’ workload for the Finance Office staff by any means.