



OFFICE OF THE TREASURER-COLLECTOR

Town of Montague

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November 28, 2017

TO: Finance Committee
Town of Montague

FROM: Eileen Seymour
Treasurer/Collector

RE: Increase in part-time hours

Dear Finance Committee Members,

I respectfully request an increase in my part-time hours by 4 hours per week. These hours were taken away from my departments back in 2008 due to budget cuts and the office has been working with that since that time. In the past year, I have seen an increase needed to my part-time associates' hours more frequently putting me over budget. I currently have only 31 hours in my extra hours budget for an entire year which is not feasible to even cover vacations, let alone any staffing emergencies that come up. This year alone, we had an associate out on bereavement when taxes were due so it was critical to have my part-timer here. With this increase in hours I would anticipate the extra hours would be much more manageable.

The Treasurer/Collector's office is always open and is the front line for incoming taxpayers, whether it is to pay a bill, get information as to where departments are or where meetings are, as well as the incoming phone call default for all Town Hall departments, making it important that we have staff to be able to answer phones, direct people, and accept their payments. Some of the calls we take in the office can be with attorney's looking for tax information and they can get lengthy.

My office is also the office that handles new hire packets, information, and insurance questions, concerns and enrollment.

My request is just to go back to what we had previously before the cuts in order to make it more manageable as our work load has increased over the years as the Town has grown. Our goal has always been to provide a superior customer service experience to all townspeople.

Thank you for your consideration, and if you have questions, I would be happy to discuss them at any time.

Respectfully,

Eileen