



**Town of Wilbraham, Massachusetts**

**SENIOR & VETERAN PROPERTY TAX WORK OFF PROGRAM  
2024 APPLICATION**

(Application Deadline 12/15/2023 for hours worked between January 1, 2024 and November 30, 2024 to be abated from the FY 2025 Property Tax Bill)

Position Applying for: \_\_\_\_\_

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone: \_\_\_\_\_ Email: \_\_\_\_\_

Have you owned and occupied the property as of January 1 of this year?  yes  no

Have you owned and occupied property in Wilbraham for at least 5 years?  yes  no

Do you owe real estate taxes on the above property?  yes  no

**Are you applying to fill a Senior Tax Abatement position?**  yes  no

If Yes: Are you over the age of 60? (as of today)  yes  no

**Are you applying to fill a Veteran Tax Abatement position?**  yes  no

If Yes: Are you a Veterans as defined by MGL Chapter 4 §7, cl. 43?  yes  no

(Please attach your DD 214, if you don't have it we can help you obtain your military record)

Education: \_\_\_\_\_

Employment History/Experience/Profession: \_\_\_\_\_

Skills, Abilities, Knowledge: \_\_\_\_\_

Driver's License:  Class D Other: \_\_\_\_\_

Computer Skills:  Word  Excel  Access Other: \_\_\_\_\_

Typing/keyboarding: \_\_\_\_\_ WPM

Are you...  Comfortable dealing with the Public  Comfortable in a busy environment

Any Limitations or restrictions: \_\_\_\_\_

I certify that all statements made on or in connection with this application are true, complete and correct to the best of my knowledge and belief, and are made in good faith. I understand that incomplete, false, or inaccurate information may result in the rejection of this application and that false information may result in my dismissal if selected for participation in this program. I understand that I will receive compensation in the form of a Property Tax Abatement earned at the rate of \$15.00 per hour worked. I understand that I can earn an abatement of no more than \$1,500 per fiscal year for which I need to work a total of 100 hours. I understand that I have to make tax and social security contributions (FICA) to the federal government and that the actual amount abated from my property taxes will be reduced by the amount of these contributions.

Applicant Signature: \_\_\_\_\_

Date: \_\_\_\_\_

**Town of Wilbraham**  
240 Springfield Street  
Wilbraham, Massachusetts 01095



## **Veterans and Senior Tax Work-Off Abatement Program**

### **Senior Tax Work-Off Abatement Program**

M.G.L. Chapter 59, Section 5K

Accepted:

Annual Town Meeting

May 13, 2003

Local Regulations:

Board of Selectmen's Meeting December 8, 2003 as amended

### **Veterans Tax Work-Off Abatement Program**

M.G.L. Chapter 59, Section 5N

Accepted:

Annual Town Meeting

May 16, 2022

Local Regulations:

Board of Selectmen's Meeting August 22, 2022 as amended

## **Eligibility and Program Guidelines:**

### **1. Eligibility**

**Senior Citizens:** Applicants must be over 60 years of age as of the date of application.

**Veterans:** Applicants must be a veteran as defined by MGL Chapter 4 §7, cl. 43 and submit a DD214 with their application. (If you cannot locate your discharge the Veterans Services Office may be able to obtain it.)

### **2. Property Ownership**

Taxpayers must be an assessed owner of the property as of January 1 of the applicable assessment year or, if the property is subject to a trust, the taxpayer must have legal title, (i.e. be one of the trustees) to the property on which the tax to be abated is assessed. Where there is a question, the Board of Assessors will make a final determination.

The taxpayer must have owned and occupied a home in Wilbraham for at least five (5) years.

### **3. Maximum Abatement and Hourly Rate**

The maximum abatement taxpayers may earn up to a **\$1,500 per fiscal year**. They cannot receive credit for their services at an hourly rate higher than the state's minimum wage (\$15.00 per hour effective 1/1/2024) or lower than the federal minimum wage (\$7.25 per hour as of 1/1/2024).

The Board of Selectmen at their meeting on October 3, 2022 set the reimbursement rate at \$15.00 per hour of volunteer service.

Only one qualifying owner of the parcel may earn an abatement under this program per fiscal year. If a selected owner cannot fulfill the commitment for all hours, another owner of the same property may complete the program if he/she meets eligibility criteria and meets the requirement of the position.

### **4. Qualification**

The number of taxpayers who can earn a maximum abatement of \$1,500 depends on the available balance in the overlay account and must be approved by the Board of Assessors for each fiscal year. If a volunteer leaves the program before the full number of hours are worked, and no other owner of the parcel can complete the hours, another taxpayer owning another parcel may work the remaining number of hours not worked by the previous volunteer and receive an abatement for his/her hours worked.

Applicants must complete an application form and participate in a selection process. Applicants must be qualified to perform the essential functions of the position under this program with or without reasonable accommodations as outlined in the job description for the position for which he/she is applying.

Applicants may be asked to interview for a position and the person who best meets the needs of a position will be selected. All applications will be submitted to the Select Board Office. The office will work with the Town Clerk, Assessor's and Veterans Services to verify program eligibility. The applications will then be forwarded to the department director who will make a recommendation for selection to the Select Board. The Select Board assigns the program participants to the positions.

Program Selection is valid for one year. Applicants must re-apply annually if they wish to continue participation.

5. **Selection**

Selected individuals will receive written confirmation from the Select Board Office stating their job duties, location of job and name of supervisor, scheduled hours, and hourly rate of credit earned. They will receive necessary tax and other forms to be completed and Town policies and a general orientation regarding their participation in the program and working for the Town.

Hours worked are documented on a monthly attendance sheet and initialed by the volunteer and his/her supervisor.

6. **Certification**

At the time the taxpayer has worked up to 100 hours or voluntarily ends participation in the program the department director will complete a certificate of completion with the number of hours worked, and the amount of the abatement earned by the taxpayer, and will forward it to the Town Treasurer. The Treasurer will calculate FICA taxes and forward the actual abatement amount to the Board of Assessors.

Certification must be submitted before the actual tax for the fiscal year is committed. As a result, credit earned for hours worked between January 1 and November 30 of any given year will be credited for the next fiscal year. (i.e. hours worked and credit earned between January 1, 2024 and November 30, 2024 will be certified for FY 2025 beginning on July 1, 2024).

7. **Tax Withholdings**

The abatement earned is subject to federal social security and Medicare withholdings and the taxpayer is responsible for filing the income earned. The abatement is not subject to state income tax withholdings. The town will pay the employer share of the federal withholdings in the same manner as it does for all other employees. The employee's share of these deductions will be deducted from the abatement amount.

**This means that the actual amount abated from the tax bill will be the amount earned less federal tax withholding.**

**NOTE:** Income from these programs are considered non-countable for SNAP (Supplemental Nutrition Assistance Program), TAFDC (Transitional Aid for Families with Dependent Children), and EAEDC (Emergency Aid to the Elderly, Disabled and Children).

8. **Employment Paperwork**

All individuals selected will be required to complete Town Employment paperwork and furnish acceptable and unexpired identification prior to their first day. This paperwork includes, but is not limited to, tax withholdings, employment eligibility, policy acknowledgments, waivers, and a satisfactory Criminal Offender Record Information (CORI) check.

**Questions regarding the program may be directed to Herta Dane, Human Resources Coordinator, Select Board Office, Town of Wilbraham, 240 Springfield Street, Wilbraham, MA 01095 (413- 596-2800x100), or [hdane@wilbraham-ma.gov](mailto:hdane@wilbraham-ma.gov) or Sara Grasseti, Human Resources Clerk (413-596-2800x135) or [sgrasseti@wilbraham-ma.gov](mailto:sgrasseti@wilbraham-ma.gov).**

## **2024 POSITIONS OFFERED UNDER THE SENIOR & VETERANS TAX WORK OFF PROGRAM**

### **Office Assistant – Town Clerk’s Office – open to Seniors (3 positions):**

General Office duties to include, but not limited to, organizing files in alphabetical, numerical or chronological order, filing. Assist with making calls and following up on paperwork and records to include the census. General office duties may require utilizing copier, telephone, and computer (keyboard and mouse). Must be detail oriented, responsible, and able to work independently. May be asked to answer phones and refer callers, or take messages for inquires and complaints. Excellent organizational, attention to detail, and customer service skills are required.

### **Office Assistant - Treasurer/Collector’s Office – open to Seniors (2 positions):**

Creates file folders, types labels, re-files existing or new documents, organizes file folders, drawers and file cabinets; provides customer service, data entry and general office tasks which may require utilizing a typewriter, calculator, copier, fax machine, telephone, and computer; excellent organizational skills and detail-orientated. This position may involve the handling of monetary transactions and mathematic calculations i.e. checking payment amounts.

### **Production Producers – Public Access Television Studio – open to Seniors and/or Veterans (5 positions):**

Responsible for learning how to use the video equipment (WPA will train you). Equipment operated includes mini DV Camera, Tripod, and Microphone. The senior/veteran worker is responsible for contacting event coordinators and taking accurate messages and delivering them to the appropriate people in a timely fashion. Assist with production of videotaped events in Wilbraham. Responsible for shelving and filing tapes in the tape library. May be asked to do simple paperwork related to the programs you cover; carry and set up equipment weighing up to 10 lbs; must be able to communicate clearly over the telephone.

### **Library Page – Public Library – open to Seniors and/or Veterans (4 positions):**

Sort and shelf library materials such as books, CD’s, videotapes, magazines, etc. Return materials to their cataloged place of storage from the return desk; inspect materials, note damage, notify appropriate library staff. Assists library patrons in locating materials, provides direction, answers questions, provides administrative support by answering telephones, simple filing, computer data entry, typing, mail deliveries etc. Lift and carry books and other materials, must be able to reach high, bend over, push cart.

### **Local History Assistant – Public Library – open to Seniors or Veterans (1 position):**

Assist with organizing and preparation of documents, data entry, scanning documents, and general office duties to include typing letters, may require utilizing copier, telephone, computer (keyboard and mouse), scanner. Organizing and maintaining files both in paper and electronic form. Excellent organizational and customer service skills, and attention to detail are required. Must be able to lift a minimum of 25 pounds.

### **Office Assistant/Receptionist - Senior Center – open to Seniors or Veterans (12 positions):**

Answer telephone, take messages, sign seniors up for activities and programs, sell town trash bags, PVTA van tickets, general office work such as copying, bulk mailings, 1-2 afternoons per week. Position requires excellent people skills, and must be able to make change correctly.

### **Building Assistant/Substitute Van Driver - Senior Center – open to Seniors or Veterans (1 position):**

Performs basic custodial tasks to include, but not be limited to, setting up rooms, maintaining medical equipment, and installing Knox boxes. May be asked to run local errands, and serve as a back-up van driver. Ability to lift and move up to 30 pounds and a valid Massachusetts Driver’s License are required (a Town vehicle will be provided for use, however the use of a personal vehicle may be needed at times).

**Fitness Room Monitor - Senior Center – open to Seniors or Veterans (2 positions):**

Responsible for checking in participants, keeping record of attendance and payments, cleaning equipment, and providing customer service. This position may involve the handling of monetary transactions and mathematic calculations (i.e. checking payment amounts/making change). Must be physically able to bend, reach, and stoop while cleaning equipment.

**Office Assistant – Select Board Office – open to Seniors or Veterans (1 position):**

General office duties to include, but not limited to, filing, copying, collating. Ability to organize and arrange files in alphabetical, numerical or chronological order. General office duties may require utilizing copier, telephone, typewriter, paper shredder, and computer (keyboard and mouse). Must be detail oriented, responsible, and able to work independently. Must be physically able to move documents and folders, open and close file drawers. May be asked to answer phones and refer callers, or take messages for inquires and complaints. Attention to detail, excellent organizational and customer service skills are required.

**Assistant Gym Supervisor – Parks & Recreation Department – open to Seniors and/or Veterans (5 positions):**

Supervises the use of gymnasiums in Town owned facilities in the Hampden-Wilbraham Regional School District. May be asked to open and secure building as the end of use. Serves as a contact between the public and school administration/recreation department as needed. Supervises the use of facilities to prevent vandalism, trespassers or behavior inappropriate to the use of a school building. May be required to clean the gymnasium, rooms, halls and restrooms as necessary. Duties to include, but not limited, lifting and emptying trash receptacles, carrying equipment bags, and vacuuming. Must be reliable and able to work independently. Excellent communication skills are required. Regular communication with the public is required for this position. Must be able to carry up to 25 pounds. Must have or obtain CPR/AED & First Aid Training.

**Office Assistant – Building Department – open to Seniors or Veterans (1 position):**

General office duties to include, but not limited to, filing, copying, and collating. Ability to organize and arrange files in alphabetical, numerical or chronological order. General office duties may require utilizing copier, scanner, telephone, typewriter, and computer (keyboard and mouse). Basic experience utilizing Microsoft Office programs to include Excel. Must be detail oriented, responsible, and able to work independently. Must be physically able to move documents and folders, open and close file drawers. May be asked to answer phones and provide customer service coverage at the counter. Attention to detail, excellent organizational and customer service skills are required.

**Facilities Laborer/Helper – Facilities Maintenance – open to Veterans (2 positions):**

Assist with the general upkeep of Town buildings to include, but not limited to, moving materials from various buildings to storage or disposal, organizing and uncluttering mechanical and utility spaces such as boiler rooms and storage areas/closets. Perform simple maintenance to include, but not limited to, assembling furniture, mounting picture frames, painting, and simple landscaping needs. Ability to lift and move up to 50 pounds and a valid Massachusetts Driver's License are required (a Town vehicle will be provided for use).

**Gardener – Facilities Maintenance – open to Seniors or Veterans (3 positions):**

Assist with the general upkeep of Town gardens to include, but not limited to, weeding, pruning, trimming and tidying up of flower beds. Planting new plants, and removing undesirable ones. Working directly with the Facilities Director to determine additional flowers and shrubs to add to gardens that will help beautify Town properties. Ability to crouch, kneel and work low to the ground, and the ability to lift and move up to 25 pounds. Familiarity with gardening practices and gardening tools and a valid Massachusetts Driver's

License are required (a Town vehicle will be provided for use, however the occasional use of a personal vehicle may be needed at times).

**Engineering Assistant – DPW – Engineering – open to Seniors or Veterans (1 position):**

General office duties to include, but not limited to, answering phone calls, filing and organizing documents. General office duties may require utilizing copier, scanner, telephone, computer (keyboard and mouse), mobile devices (iPhone and iPad - provided by the Town), GIS software and utility billing software.

**Office Assistant – Fire Department – open to Seniors (1 position):**

General office duties to include, but not limited to, filing, copying, collating, and preparing mailings. Ability to organize and arrange files in alphabetical, numerical or chronological order. General office duties may require utilizing copier, telephone, and computer (keyboard and mouse). Basic computer skills, and experience with Excel are required. Must be detail oriented, responsible, and able to work independently. Must be physically able to move documents and folders, open and close file cabinet drawers, and lift up to 20 pounds. May be asked to answer phones and refer callers, or take messages for inquires and complaints. Attention to detail and excellent organizational skills are required.

**Town of Wilbraham**

SENIOR CITIZEN AND VETERANS PROPERTY TAX WORK-OFF ABATEMENT PROGRAM

**Certificate of Completion of Volunteer Services**

(Senior : M.G.L. Chapter 59, Section 5 K  or Veteran : M.G.L. Chapter 59, Section 5N )

**TO: Board of Assessors**

I hereby certify that \_\_\_\_\_, the owner of a property at  
(Taxpayer's name)

\_\_\_\_\_ has completed \_\_\_\_\_ hours of volunteer work  
(Property Address)

to be credited toward the Fiscal Year \_\_\_\_\_ 2025 \_\_\_\_\_ tax assessed on the parcel at the  
address above at the rate of \$15.00 per hour. The amount earned as of today is \$ \_\_\_\_\_.

\_\_\_\_\_  
Signature of Supervisor/Department Head Certifying Hours    Date

**TREASURER/COLLECTOR'S OFFICE USE ONLY**

Gross Amount Earned:    \$    \_\_\_\_\_    (\$1500.00 MAX.)  
FICA    \$    \_\_\_\_\_  
Medicare    \$    \_\_\_\_\_  
NET ABATEMENT    \$    \_\_\_\_\_    SS# \_\_\_\_\_

Please abate the amount of \$ \_\_\_\_\_ from the actual FY \_\_\_\_\_  
Real Estate Tax Bill for the parcel at \_\_\_\_\_.

\_\_\_\_\_  
Signature, Treasurer/Collector

**ASSESSORS OFFICE USE ONLY**

Certificate # \_\_\_\_\_ Tax Bill # \_\_\_\_\_  
Real Estate Taxes    \$ \_\_\_\_\_  
CPA Surcharge    \$ \_\_\_\_\_  
TOTAL TAX    \$ \_\_\_\_\_