

|  |  |
|--|--|
| <b>Ministry:</b>   | Ministry of Revenue and Custom   |
| <b>Division:</b>   | Large Business   |
| <b>Section:</b>  | Large Taxpayers  |
| <b>Location:</b>   | Nuku'alofa   |
| <b>Position:</b>   | Revenue Officer Graduate   |
| <b>Position Number:</b>  | MORC L-03  |
| <b>Reports to:</b>   | Senior Assistant Deputy CEO  |
| <b>Band:</b>   | L  |
| <b>Salary:</b>   | \$22,133 - \$33,194  |
| <b>Important Note:</b>   |  |
| <i>"This position is subject to rotation to similar roles within the same division and across other divisions of MORC, as directed by the Chief Executive Officer, providing dynamic career development opportunities"</i> |  |
| <b>Job Purpose</b>   | <p><b>Ministry Profile Statement:</b> The Ministry of Revenue and Customs is mandated to set and implement tax policy to collect vital tax revenue, facilitate cross border trade and ensure security of our borders by combating illicit trade and travel.</p> <p><b>Job Purpose:</b> To assist in the delivery of taxpayer services to encourage the Bronze rated large taxpayers to improve and maintain high levels of taxpayer compliance</p>   |
| <b>Accountabilities / Outcomes</b>   | <ul style="list-style-type: none"> <li>• Assist in delivering taxpayer services to encourage large taxpayers to improve compliance</li> <li>• Provide support in managing taxpayer relationships to enhance compliance and service quality</li> <li>• Assist the supervisor in preparing work and strategic plans to improve tax compliance among large business members</li> <li>• Conduct risk profiling of large taxpayers and identify businesses declaring losses or unrealistically low income</li> <li>• Analyze and compare income tax, consumption tax and PAYE to identify compliance issues and report findings</li> <li>• Verify tax returns and identify discrepancies for further review</li> <li>• Process consumption tax refunds and analyze supporting documents, making appropriate recommendations</li> <li>• Prepare daily and weekly reports for the supervisor</li> <li>• Conduct site visits to bronze rated taxpayers and report findings to the supervisor</li> <li>• Consult with taxpayers regarding tax issues and support the supervisor in evaluating team performance</li> </ul> |
| <b>Person Specification</b>  |  |
| <b>Skills and Abilities</b>  | <p><b>Mandatory:</b></p> <ul style="list-style-type: none"> <li>• Very good customer service skills including processing accurate and timely registrations, reconciliations, assessments, refunds, clearances and providing returns and debt recovery services</li> <li>• Well-developed communication skills including presentation, negotiation and relationship management</li> <li>• Very good understanding of taxation legislation and large business practices including international trends</li> </ul>  |

|                                      |  |
|--------------------------------------|--|
|                                      | <ul style="list-style-type: none"> <li>Well-developed ability to analyse data, interpret and apply the law in providing advice and in conducting reviews and audits on less complex taxpayer cases</li> <li>Good understanding of and ability to use the Revenue Management System</li> <li>High level of professionalism, integrity and ethical behaviour.</li> </ul> <p><b>Desirable:</b></p> <ul style="list-style-type: none"> <li>Well-developed teamwork skills</li> </ul>   |
| <b>Qualifications and Experience</b> | <p><b>Mandatory:</b></p> <ul style="list-style-type: none"> <li>Bachelor's degree with no working experience</li> <li>Diploma Certificate with at least 2 years' experience in a similar role or at least 3 years relevant working experience</li> </ul> <p><b><u>Qualifications acceptable for this role must be in Accounting, Economics, Finance, Business Studies, Information Technology, Computer Science, Commerce, Financial Management, Policy, Taxation, Management, Mathematics, Auditing, or Arts from a recognised educational institution.</u></b></p> |
| <b>Authorised by (sign and date)</b> |  |
| <b>Chief Executive Officer:</b>      | <p>Name: Michael Cokanasiga</p> <p>Signature:</p>  |
| <b>Deputy CEO</b>                    | <p>Name:</p> <p>Signature:</p>   |
| <b>Senior Assistant Deputy CEO</b>   | <p>Name:</p> <p>Signature:</p>   |
| <b>Revenue Officer Graduate</b>      | VACANT   |