

REVISED JOB DESCRIPTION	
Ministry:	Revenue & Customs
Division:	Enforcement Division
Section:	Debt Management & Recovery
Location:	Tongatapu
Position:	Revenue Officer
Position Number:	MORC M-19
Reports to:	Senior Assistant Deputy CEO
Band:	M
Salary:	\$17,171 - \$25,757
Important Note:	
<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>	
Job Purpose	<p>Ministry Profile Statement: The Ministry of Revenue and Customs is mandated to set and implement tax policy to collect tax revenue, facilitate cross border trade and ensure security of our borders by combating illicit trade and travel.</p> <p>Job Purpose:</p> <ul style="list-style-type: none"> Lead the Debt Management and Recovery section and follow up Customs arrears from traders and reduce the debt on hand in a timely way
Accountabilities / Outcomes	<ul style="list-style-type: none"> Timely follow up debts via email and phone calls Issue demanding letters Conduct site-visits to debtors Identify best practices to reduce total core duty and tax recorded Conduct meeting with the non-compliance debtors Liaise with debtors on installment agreements Transfer non-compliance debt to legal recovery team Hold all Customs clearance process on non-compliance debtor on a timely manner Prepare and submit debt reliable reports on weekly basis Accurately report aging of debtor
Person’s Specification	
Skills and Abilities	<p>Mandatory:</p> <ul style="list-style-type: none"> Sound leadership skills including motivating, training and developing staff to achieve the Debt Management and Recovery section objectives Very good management skills including developing plans, resource allocation, targets, measurement, monitoring and reporting on performance and developing policies and procedures to ensure quality work outcomes Strong verbal and written communication skills including negotiation and report writing Strong customer service skills, contacting traders about their debts and assisting with instalment arrangements and extensions of time to pay Sound accounting and reconciliation skills

	<ul style="list-style-type: none"> • Good organization skills, attention to detail, accuracy and timeliness • Good understanding of Customs legislation and legal procedures related to debt recovery • Proficient in the use of technology - particularly ASYCUDA • High level of professionalism, integrity and ethical behavior
Minimum Requirement	Mandatory: <ul style="list-style-type: none"> • Relevant Diploma Level 5/6 TNQAB framework + up to 3 years' relevant work experience • Relevant certificate level 4/trade/technical qualification + 3 years' relevant work experience • Current TPS employee with 5 years' experience in a similar role (meeting other core competency and experience requirements specified in the job description + PMS scores of 3 or above for the past 2 consecutive years)
Authorised by (sign and date)	
CEO	Name: Mr. Michael Cokanasiga Signature:
Senior Assistant Deputy CEO	Name: Signature:
Employee	VACANT