

<b>Ministry:</b>	Revenue & Customs
<b>Division:</b>	Compliance Improvement
<b>Section:</b>	Returns and Debt Collection
<b>Location:</b>	Tongatapu
<b>Position:</b>	Revenue Officer Grade I
<b>Position Number:</b>	MORC N-04
<b>Reports to:</b>	Senior Assistant Deputy CEO
<b>Band:</b>	N
<b>Salary:</b>	\$13,355 - \$20,033
<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 the team in recovering tax arrears and providing support to ensure compliance with tax obligations. Work closely with the Supervisor and stakeholders to manage taxpayer debts effectively and improve compliance</p>
<b>Accountabilities / Outcomes</b>	<ul style="list-style-type: none"> <li>• Assist the team and supervisor in recovering tax arrears</li> <li>• Manage arrears by producing system reports, tracing payments and recommending debts for write-off</li> <li>• Communicate effectively with taxpayers regarding outstanding debts</li> <li>• Respond promptly to taxpayer inquiries via phone, email or in-person visits</li> <li>• Issue demand letters and arrange instalment payment agreements</li> <li>• Prepare weekly reports for meetings and provide accurate information on debt recovery progress</li> <li>• Update taxpayer information in the RMS regularly</li> <li>• Assist in training and providing tax advisory services based on risk analysis of debts</li> </ul>
<b>Person Specification</b>	
<b>Skills and Abilities</b>	<p><b>Mandatory:</b></p> <ul style="list-style-type: none"> <li>• Knowledge of computer systems and programs (Revenue Management System)</li> <li>• Ability to identify risks involved in internal working procedures</li> </ul>

	<ul style="list-style-type: none"> <li>• Ability to write comprehensive but easy to understand reports</li> <li>• Good written and oral skills both in English and Tongan</li> <li>• Capability of completing work on time</li> <li>• Excellent Microsoft Office [Excel] skills</li> </ul> <p><b>Desirable:</b></p> <ul style="list-style-type: none"> <li>• Ability to work in a team.</li> <li>• Adherence to Tax laws and Revenue regulations</li> </ul>
<b>Qualifications and Experience</b>	<p><b>Mandatory:</b></p> <ul style="list-style-type: none"> <li>• Diploma Level 5/ 6 TNQAB framework in relevant field;</li> <li>• Certificate level 4/trade/technical qualification + 2 years' relevant work experience</li> <li>• Form 7 or equivalent of Certificate level 3 + 4 years' relevant work experience</li> <li>• PSSC or equivalent of Certificate level 2 + 7 years' relevant work experience</li> <li>• 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)</li> </ul>
<b>Authorised by (sign and date)</b>	
<b>CEO</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>Employee</b>	VACANT