

Ministry:	Ministry of Revenue and Custom
Division:	Tax Operations
Section:	Returns Processing
Location:	Tongatapu
Position:	Principal Revenue Officer
Position Number:	MORC I-20
Reports to:	DCEO
Band:	I
Salary:	\$34,342 - \$51,511
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 vital tax revenue, facilitate cross border trade and ensure security of our borders by combating illicit trade and travel.</p> <p>Job Purpose: Responsible for leading and managing the team to ensure efficient and effective implementation of tax return processing, taxpayer information management, registration and deregistration. The role ensures compliance with tax laws, supports the division’s operational goals and provides quality service to taxpayers.</p>
Accountabilities / Outcomes	<ul style="list-style-type: none"> • Supervise and lead the section, ensuring goals and deadlines are met • Oversee the accurate and timely processing of tax returns, ensuring at least 90% are processed within 5 working days • Manage the accurate and timely registration and deregistration of TIN/CT applications, ensuring compliance with policies • Ensure the master filing system is maintained and 95% of manual records are updated promptly • Conduct inspections to ensure taxpayer compliance and achieve a minimum of 20% registration cleaning annually • Plan and execute two stock-taking activities annually, ensuring records are accurate and discrepancies are addressed • Oversee the verification and timely correction of taxpayer data, ensuring accuracy in the system • Prepare and submit performance and compliance reports to the Deputy CEO • Ensure adherence to all tax laws, policies and procedures within the Tax Operations Division • Recommend and implement initiatives to enhance efficiency and service delivery in tax operations.
Person Specification	

Skills and Abilities	Mandatory: <ul style="list-style-type: none"> • Strong leadership skills including motivating and developing staff and teams to achieve Tax Operations objectives • Strong strategic thinking to develop and implement strategies that align with the Ministry’s goals and values • Strong management skills including resource allocation, measurement, monitoring and evaluation, and performance reporting • Strong policy development skills - creation and implementation of policies, procedures and best practices to ensure quality outcomes, with a commitment to continuous improvement and encouraging innovation • Strong customer service skills - providing advice and guidance to managers and staff • Strong communication skills including representation and relationship management • Very good knowledge of MORC’s policies and plans, best practices and legal requirements • High level of professionalism, integrity and ethical behaviour.
Qualifications and Experience	Minimum Requirement: <ul style="list-style-type: none"> • Master’s Degree with at least 1 year experience in a similar role OR at least 3 years relevant working experience • Post Graduate Diploma with at least 2 years’ experience in a similar role or at least 4 years relevant working experience • Bachelor’s degree with at least 4 years’ experience in a similar role or at least 6 years relevant working experience <p><u>Qualifications acceptable for this role must be in Management, Policy, Economics, Finance, Accounting, Business Studies, Professional Accounting, Auditing, Business Administration, Business, Finance, Information System, Mathematics, Commerce, Taxation, or Public Policy from a recognised educational institution.</u></p>
Authorised by (sign and date)	
Chief Executive Officer:	Name: Signature:
Deputy CEO:	Name: Signature:
Principal Revenue Officer	NEW POST