

REVISED JOB DESCRIPTION	
Ministry:	Revenue & Customs
Division:	Tax Operation
Section:	Returns Processing
Location:	Tongatapu
Position:	Principal Revenue Officer
Position Number:	MORC L - 06
Reports to:	Principal Revenue Officer
Band:	L
Salary:	\$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>	
Job Purpose	<p><b>Ministry Profile Statement:</b> 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><b>Job Purpose:</b> To support the Principal Revenue Officer of the Returns Processing Section in delivering accurate and timely tax processing and compliance for various tax types (e.g., CT, PAYE, WHT, SBT, Aircraft &amp; Shipping, Income Tax). The role involves taxpayer engagement, return verification, RMS updates and contributing to the effective delivery of Tonga's tax administration functions.</p>
Accountabilities / Outcomes	<ul style="list-style-type: none"> <li>• Process and verify various tax returns (e.g., CT, PAYE, WHT, SBT) ensuring compliance with relevant tax laws and regulations</li> <li>• Conduct consultations with taxpayers to clarify discrepancies and provide negotiated solutions where appropriate</li> <li>• Prepare and submit timely reports (weekly, monthly) on processing activities, taxpayer compliance and analysis of tax returns</li> <li>• Ensure taxpayer information, payments and refund records are accurately updated in RMS</li> <li>• Assist with field visits and site inspections as needed to assess taxpayer compliance and gather relevant data</li> <li>• Make technical adjustments in RMS and prepare journal vouchers for government CT, ensuring alignment with finance policies</li> <li>• Attend and contribute to team meetings and training, ensuring information is relayed between management and team members</li> </ul>
Person's Specification	
Skills and Abilities	<p><b><u>Mandatory:</u></b></p> <ul style="list-style-type: none"> <li>• Sound leadership skills including motivating, training and developing staff to achieve Registration section objectives</li> <li>• Sound management skills including assisting in the development of team plans, organizing work, allocating resources, monitoring and reporting on performance and developing policies and procedures to ensure quality work outcomes</li> <li>• Strong customer service skills including attention to detail, accuracy and timeliness of services</li> <li>• Good communication skills including presentation and relationship management</li> </ul>

	<ul style="list-style-type: none"> <li>• Good understanding of taxation legislation and operations</li> <li>• Good understanding of the Revenue Management System</li> <li>• High level of professionalism, integrity and ethical behaviour.</li> </ul>
<b>Minimum Requirement</b>	<b>Mandatory:</b> <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>
<b>Authorised by (sign and date)</b>	
<b>CEO</b>	<b>Name: Mr. Michael Cokanasiga</b>  Signature:
<b>Deputy CEO</b>	<b>Name: Tevita Heimuli</b>  Signature:
<b>Principal Revenue Officer</b>	<b>Name: VACANT</b>  Signature:
<b>Employee</b>	<b>VACANT</b>