

Ministry:	Ministry of Revenue and Custom
Division:	Revenue Management
Section:	Customer Services Counter
Location:	Nuku'alofa
Position:	Revenue Officer Grade I
Position Number:	MORC N
Reports to:	Revenue Officer
Band:	N
Salary:	\$13,355 - \$20,033
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	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. Job Purpose: To ensure that revenue due on approved declarations is correctly collected in a timely manner, through accurate handling of cash and cheques, adherence to Public Fund policy and support to revenue compliance functions
Accountabilities / Outcomes	• Collect revenue due on approved declarations (ESADs) in line with Public Fund policy, ensuring timeliness and accuracy • Check payable dues against ESADs and verify particulars of cheques to ensure accuracy and compliance with procedures • Conduct daily cash counts, collate receipts and prepare accurate summaries before handing them to the Accounts Section • Withhold inconsistent cheques, follow alert messages strictly and ensure revenue protection measures are applied • Warrant all paid ESADs, input manual warrant numbers into ASYCUDA and ensure accurate records are maintained • Report any issues affecting revenue collection at the cashier desk within required timelines • Provide information relevant for intelligence, Post Clearance Audit, Risk Management and Legal Division • Cooperate with team members to achieve goals, deliver quality customer service and uphold confidentiality and integrity
Person Specification	
Skills and Abilities	Mandatory: • Very good customer service skills including ensuring non-commercial importers are provided with support and advice to meet their legal requirements and final payments for clearance of goods

	• Very good accounting, analytical and data management skills to ensure accurate vetting and processing of non-commercial customs declarations including reviewing valuations and trade exemptions • Good verbal and written communication skills • Very good understanding of customs legislation, regulations and policies including Customer Services Counter Standard Operating Procedures • High level of professionalism, integrity and ethical behaviour Desirable: • Efficient in use of ASYCUDA
Qualifications and Experience	Minimum Requirement • Diploma Level 5/ 6 TNQAB framework in relevant field; • Certificate level 4/trade/technical qualification + 2 years' <u>relevant</u> work experience • Form 7 or equivalent of Certificate level 3 + 4 years' <u>relevant</u> work experience • PSSC or equivalent of Certificate level 2 + 7 years' <u>relevant</u> 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)	
Employee:	VACANT
Revenue Officer	Name: Signature:
Deputy CEO:	Name: Mr. Mapa Manuofetoa Signature:
Chief Executive Officer:	Name: Michael Cokanasiga Signature: