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| **Ministry:** | **Revenue & Customs**  |
| **Division:** | **Tax Operations Division**  |
| **Section:** | **Returns and Debt Collection**  |
| **Location:** | **Nuku’alofa** |
| **Position:** | **Principal Revenue Officer**  |
| **Position Number:** | **I-008** |
| **Reports to:** | **Senior Assistant Deputy CEO (SADCEO)** |
| **Band:** | **I** |
| **Salary:** | **$31,148 - $46,721** |
| **Job Purpose** | **Ministry Profile Statement:** The Ministry of Revenue & Customs is the main agency of the government tasked to collect revenue efficiently and effectively for the Government of Tonga, to fund required goods and services for the people of Tonga. The Ministry is also responsible for continued assessment of the essential functions and processes of cross border security and facilitation of trade and travel. **Job Purpose:** Assist the supervisor to lead, manage and supervise the staff in relation to the taxation collection process for all returns and debts for the Ministry. Ensure that all outstanding returns and debts are followed and collected in a timely, accurate and completed manner. Provide further secretarial assistance to the CEO and CEO.  |
| **Accountabilities / Outcomes** | * Assists SADCEO in facilitating, planning, reviewing, monitoring and reporting of the Returns and Debt Collection Section to ensure what has been planned is achieved and align with relevant strategies/target outputs
* Informs educational and tax information through effective communication and make appropriate recommendations to assist in resolving taxpayers’ discrepancies and short payments
* Allocate staff workloads, provide technical support and monitor staff performance to attain high standard performance within the team
* Execute and Monitor arrears unit’s performance
* Supports internal/external customers to consistently meet their tax obligations
* Manage tax arrears/tax returns and debt collected/book reporting/returns summary
* Ensures & Negotiates extension, instalment and waiving penalties comply with tax law and regulations
* Executes & Advises Investigation for non-compliance taxpayer
* Ensure transfers non-compliance arrears to Legal Division for legal actions and non-filer returns to Audit Division for default assessment.
* Ensures daily tax outstanding debts payments and correct any wrong receipts/payments
* Monitor and follow up outstanding debts and returns
* Ensures utilizing the features in RMS
* Prepare weekly/monthly reports and contribute to establishing and implementing internal standard operating procedures, targets and new initiatives for the Returns and Debt Collection Section
* Carry out other related duties directed by the SADCEO/DCEO
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| **Person Specification** |
| **Skills and Abilities** | **Mandatory:*** Looks for ways to demonstrate innovation and initiative in work areas
* Excellent interpersonal skills for liaising with non-compliance taxpayers
* Accepts responsibilities, and acknowledge problems or mistakes and commits necessary corrective action
* Excellent communication skills
* Strong technical and analytical skills
* Advanced Excel skills

**Desirable:*** Excellent knowledge of the current Tax Revenue legislation and policies
* Good decision-making skills
* Be highly organised and able to manage your own schedule and workload
* Intuitive and proactive
* Sound knowledge of the current revenue management system
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| **Qualifications and Experience** | **Mandatory:*** 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.

**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 recognized educational institution.**  |
| **Authorised by (sign and date)** |
| **Supervisor**  | Name: Signature & Date: |
| **Deputy CEO** | Name: Signature & Date:  |
| **CEO** | Name: Michael Cokanasiga Signature & Date:  |
| **Employee** | Name: VACANTSignature & Date:  |