

POST DESCRIPTION		
1	Ministry/Department: <Ministry of Revenue & Customs/ Large Taxpayers Division	
2	Job Title: Revenue Officer , High Profile Section	
3	Band: L	Post Number:
4	Location: Nuku'alofa	
4	Job Purpose	
	Job Outputs To render efficient taxpayer services to High-Profile and Heilala – Silver members to improve relationship management and increase their compliance levels.	Performance Indicators <i>Performance measurement for a KRA e.g., 100% accuracy, 100% timeliness, 100% compliance with policy</i>
5.1	Planning <u>Educate, provide tax information and communicate effectively</u> <ul style="list-style-type: none"> • Provide accurate and timely information to taxpayers as required • Written communication in response to taxpayers' requests • Provide advice and training upon request • Consult with TPs re their taxation obligations and to improve voluntary compliance. • Identify consistent non-compliance and create plan to bring them on-board. • Strong communication and presentation skills • Deal with routine correspondence with regard to any collection or recovery issue. • Build excellent relationships with customers and other divisions • Assist in resolving customer discrepancies and short payments • Train, educate and monitor the progress of new staff joining the team especially with using the debt recovery process and the workflow in the RMS 	<ul style="list-style-type: none"> ➤ Prompt schedule upon request ➤ 90% - 100% timeliness and accuracy of information provided ➤ 90% - 100% compliance with our corporate plan and AMP ➤ Reply to Taxpayer in writing through the approval of DCEO or Supervisor within one day ➤ Provide training and tax advisory from risk analysis of outstanding debts on a quarterly basis.
5.2	Organizing <u>Ageing of arrears</u> <ul style="list-style-type: none"> • Assist in ageing of arrears from RMS • Provide updated report on age and amount of arrears • Report on the collectability % of total debts to assist with forecasting and planning. • To produce system reports to assist with the recovery of all debts to the Ministry. • Ensure cash is allocated correctly and deal with tracing missing payments. • Recommend debts to be written off for the DCEO's approval. • Risk analysis of debts and the % of collectability. 	<ul style="list-style-type: none"> ➤ 90% - 100% Timeliness on a Monthly basis ➤ 90% - 100% Accuracy of information re outstanding debts ➤ 90% - 100% Completeness ➤ Recommendation approved by DCEO or CEO

5.3	<p>Leading</p> <ul style="list-style-type: none"> • Communicating • Motivating • Developing/Training • New initiatives in collection strategies. 	<ul style="list-style-type: none"> ➤ Weekly/Monthly meeting conducted and attended ➤ Ensure messages are communicated from and to senior management ➤ Participate in every training available
5.4	<p>Controlling</p> <ul style="list-style-type: none"> • Monitoring • Evaluating • Correcting • Reporting 	<ul style="list-style-type: none"> ➤ Weekly report to staff weekly meeting ➤ Provide report according to schedule ➤ Report provided is accurate ➤ <i>Weekly reporting to Head of Section</i>
5.5	<p>Technical <u>Data Entry</u></p> <ul style="list-style-type: none"> • Verify tax rates applied in tax returns • Check returns are accurately processed into RMS 	<ul style="list-style-type: none"> ➤ 90-100% of lodged tax returns are accurately processed into RMS ➤ <i>90% - 100% compliance with our Corporate plan and AMP</i>
5.6	<p><u>Assess debit/credit assessments</u></p> <ul style="list-style-type: none"> • Allocate debit/credit cases to team members • Check debit/credit worksheets before Notice of Assessments are issued. • Recommend assessments together with voucher for DCEO's approval • Deliver debit/credit assessment 	<ul style="list-style-type: none"> ➤ 90-100% of all refund applications processed and issued. ➤ <i>90% - 100% compliance with our Corporate plan and AMP</i>
5.7	<p><u>Tax Clearances & Tax References</u></p> <ul style="list-style-type: none"> • Make sure that the correct form is filled in correctly and complete. • Ensure adherence to laws and regulations • Accurate checking of RMS for all outstanding lodgements and payments. • Contact taxpayers on a timely manner for any issues arise. • Note in RMS any intelligence information for future reference. • Process the application within 3 days of receiving application. • Contact TP for pick-up of tax clearances on time • Record details of tax clearances issued 	<ul style="list-style-type: none"> ➤ <i>90% - 100% Timeliness</i> ➤ <i>No. of tax clearances issued and for what purpose</i> ➤ <i>No. of pending applications and work done</i> ➤ <i>90% - 100% Completeness</i>
5.8	<p><u>Manage and recover non-filed returns</u></p> <ul style="list-style-type: none"> • Process lodgement extension requests and update RMS accordingly • Extract non-filer report from RMS • Follow up any non-filing returns for all members • Encourage TP to comply 	<ul style="list-style-type: none"> ➤ 90-100% of total non-filed returns are recovered ➤ <i>90% - 100% compliance with our corporate plan and AMP</i>

5.9	<p><u>Waiving of Penalties</u></p> <ul style="list-style-type: none"> • Consider TPs compliance history • Reasons given should be genuine as compared to the nature of the business • Ensure adherence to laws, regulations and manual process. • Make appropriate recommendations to DCEO or CEO • Records the amounts of any penalties waived. • Convey Decision to Taxpayer in letter writing on time. • Noted in RMS for reference 	<ul style="list-style-type: none"> ➤ 90% - 100% Timeliness ➤ No of taxpayers waived penalties ➤ 90% - 100% Accuracy of information provided ➤ 90% - 100% Completeness
5.10	<p><u>Extension of Payment</u></p> <ul style="list-style-type: none"> • Consider compliance history • Adherence to laws, regulations and manual process • Reasons given should be genuine as compared to the nature of the business. • Make appropriate recommendations to DCEO or CEO • Convey Decision in writing on time to taxpayers • Closely monitor to ensure compliance with the extended due date • Noted in RMS for reference 	<ul style="list-style-type: none"> ➤ Prompt schedule upon request ➤ 90% - 100% timeliness and accuracy of information provided ➤ 90% - 100% compliance with our Corporate plan and AMP ➤ No of taxpayers Approved by DCEO or CEO
5.11	<p><u>Follow up outstanding debts</u></p> <ul style="list-style-type: none"> • Contact TP in a timely manner either by phone, email, visits, etc. • Issue demand letter (14 days) if no more communication received from the TP after following up via phone, email. • Liaise with taxpayers on how to pay arrears • Make arrangement for instalment payments and submit for approval • Monitor instalment payments • Process amendments including write offs, changes to payment arrangements and customer circumstances ensuring accuracy, consistent and completeness of actions. • Ensure to follow the process manual. 	<ul style="list-style-type: none"> ➤ Prompt schedule upon request ➤ 90% - 100% timeliness and accuracy of following up of outstanding debts ➤ 90% - 100% compliance with our corporate plan and AMP ➤ No of taxpayers contacted & resolved their outstanding issues ➤ Amount of arrears recovered

5.12	<u>Instalment Payment</u> <ul style="list-style-type: none"> • Prepare account summary • Consider compliance history and to be within the financial year. • Use the workflow in RMS • Make appropriate recommendations to DCEO or CEO • Ensure adherence to laws, regulations and manual process. • Notify TP in timely manner and closely monitor payments so that the arrangement is honoured. • Update RMS correspondence 	<ul style="list-style-type: none"> ➤ 90% - 100% Timeliness ➤ 90% - 100% accuracy of information provided ➤ 90% - 100% Completeness ➤ No of Taxpayers approved by DCEO
5.13	<u>Reconciliation</u> <ul style="list-style-type: none"> • Ensure tax paid is correct • Minimize dispute with Taxpayer by further reconcile Taxpayer's account • Identify why taxpayers record differs from the RMS report. • Ensure payment details are correct. 	<ul style="list-style-type: none"> ➤ 90%- 100% Timeliness ➤ 90%- 100% Accuracy of information provided ➤ Number of Taxpayer pay their debts ➤ Number of Pending cases ➤
5.14	<u>Manage returns and additional information</u> <ul style="list-style-type: none"> • Request additional information from salary clerks of relevant MDA's for accurately assessing High Profilers income tax. • Oversee stock-taking activity 	<ul style="list-style-type: none"> ➤ 90% - 100% Timeliness ➤ 90% - 100% accuracy of information provided ➤ No. of files transfer to Technical and other Divisions approved by DCEO or CEO
5.15	<u>Conduct friendly visits</u> <ul style="list-style-type: none"> • Conduct friendly visits to individuals/businesses as required • Make appropriate updates and recommendations to DCEO or CEO 	<ul style="list-style-type: none"> ➤ 90% - 100% Timeliness (once a quarter to Taxpayer they can issues) ➤ Outer island in April and September Every Year ➤ No of taxpayers visited ➤ 90% - 100% Accuracy of information provided ➤ 90% - 100% Completeness
5.16	<u>Prepare appointment and meeting</u> <ul style="list-style-type: none"> • Arrange consultation with taxpayers to verify statements and information • Conduct appropriate negotiation with taxpayers • Report to HOD the result of the meetings/appointments. 	<ul style="list-style-type: none"> ➤ 90% - 100% Timeliness ➤ No of taxpayer's meeting/ appointment ➤ 90% - 100% Accuracy of information provided ➤ 90% - 100% Completeness
5.15	<u>Revenue Management System (RMS) Reporting</u> <ul style="list-style-type: none"> • Update taxpayers' information on a regular basis • Prepare RMS reports as required from time to time. 	<ul style="list-style-type: none"> ➤ 90% - 100% Timeliness ➤ Monthly Report to PRO and HOD ➤ 90% - 100% accuracy of information provided
5.16	<u>Prepare weekly Report</u> <ul style="list-style-type: none"> • Update report to Supervisor • Identify weekly Issues • Report working during the week. 	<ul style="list-style-type: none"> ➤ 90% - 100% Timelines (due every Monday) ➤ No of Issues raised ➤ 90% - 100% accuracy of information provided ➤ 90% - 100% Completeness

5.17	<u>Process CT refunds</u> <ul style="list-style-type: none"> Review supporting documents to ensure they align with our tax laws and regulations. Make appropriate updates and recommendations to DCEO Issue Notice of Assessment and advise TP 	<ul style="list-style-type: none"> ➤ 90% - 100% <i>timeliness and accuracy in processing lodged CT refunds</i>
5.18	<u>Assist media team in managing newsletter and social media platforms</u> <ul style="list-style-type: none"> Assist in creating and proofreading messages delivered in the newsletter and on social media. 	<ul style="list-style-type: none"> ➤ <i>Completely revise monthly newsletters and posts on social media.</i>
5.19	Other taxation duties that maybe directed by DCEO and CEO from time to time	<ul style="list-style-type: none"> ➤ <i>Timeliness and accuracy of carrying out other tasks as directed</i>
6	Reports Directly to:	DCEO – Large Taxpayers Division
7	PERSON SPECIFICATION FOR THIS POST	
7.1	<u>Change and Innovation</u>	<ul style="list-style-type: none"> ➤ Stays informed and actively contributes to change initiatives ➤ Looks for ways to demonstrate innovation and initiative in work area ➤ Anticipates emerging issues and looks for ways to improve work practices. ➤ Takes a big-picture view of change and models a positive, constructive approach to managing it ➤ Focuses on benefits and ways of overcoming obstacles
7.2	<u>Interpersonal Skills</u>	<ul style="list-style-type: none"> ➤ Develops and communicates vision and translates these into clear objectives. ➤ Builds and sustains a motivated team ➤ Leads by example ➤ Inspires a shared commitment ➤ Articulates a clear vision for the future ➤ Considers the ‘big picture’ and longer-term imperatives ➤ Empowers others to take responsibility through a deep sense of commitment and ownership
7.3	<u>Integrity / Accountability</u>	<ul style="list-style-type: none"> ➤ Seeks to achieve results which are in the best interest of the organisation ➤ Uses honesty and appropriate disclosure with customers, employees, and management. ➤ Accepts responsibility and acknowledges problems or mistakes and commits to necessary corrective action. ➤ Taking personal accountability for all aspects of their work and self-managing to improve their own and team performance

7.4	<u>Results Orientation</u>	<ul style="list-style-type: none"> ➤ Delivers high quality results on time. ➤ Overcomes roadblocks/setbacks to deliver results. ➤ Identifies problems early and takes appropriate action. ➤ Thinks outside of the box to achieve the best results for an internal/external customer.
7.5	<u>Teamwork and Collaboration</u>	<ul style="list-style-type: none"> ➤ Demonstrates ability to get along with others/is respectful of co-workers and promotes teamwork. ➤ Takes the initiative to make things better and seeks out/accepts new or additional responsibilities readily. ➤ Is open with other team members about his/her concerns ➤ Actively shares information with appropriate people and checks for understanding where required.
7.6	<u>Customer Focus (internal and external)</u>	<ul style="list-style-type: none"> ➤ Takes personal responsibility for ensuring any issues raised by customers are responded to promptly; ➤ Accepts responsibility for mistakes apologizes and makes suitable and timely amends. ➤ Treats all clients with respect and cultural awareness
7.7	<u>Self Confidence and Assertiveness</u>	<ul style="list-style-type: none"> ➤ Displays confidence in interacting with people at all levels of responsibility, and in all parts of the organization. ➤ Deals constructively with failures and mistakes and addresses conflict directly to resolve issues in a timely fashion.
7.8	<u>Building individual capacity</u>	<ul style="list-style-type: none"> ➤ Seeks to continue developing new skills to adapt to a changing environment and for personal/professional growth
7.9	<u>Supports the Organizations Enabling Theme, Outputs and Outcomes</u>	<ul style="list-style-type: none"> ➤ Inspires dedication to the organization’s shared outputs and values through his/her own visible actions. ➤ Shows enthusiasm for organizational initiatives, policies and procedures and helps others accept any changes and remain effective. ➤ Embraces and adapts to changing work environment
8.0	<u>Judgment</u>	<ul style="list-style-type: none"> ➤ Approaches a task/problem in a sensible way; gives sound advice and seek assistance if necessary ➤ Addresses issues early before they escalate and gets them resolved efficiently with minimum fuss
8.1	<u>Promotion of equity and equality</u>	<ul style="list-style-type: none"> ➤ Actively promotes equity (relating to distribution) and equality (relating to non-discrimination) in relation to gender, culture, disability and other differences ➤ Demonstrates an interest in, and seeks opportunities to learn about others, e.g., Pacific Island cultures.
8.2	<u>Education</u>	<p>Essential:</p> <ul style="list-style-type: none"> ➤ Minimum is a Diploma in Accounting in Accounting, Business Studies, or in related fields from a recognized institution. <p>Desirable:</p> <ul style="list-style-type: none"> ➤ Under-graduates degree in these fields is hereby encouraged to apply.
8.3	<u>Experience</u>	<ul style="list-style-type: none"> • A Good understanding of Government’s Tax System and work experience on a related field
9	ENDORSEMENT WITH NAME, SIGNATURE AND DATE	

9.1	Revenue Officer – Large Taxpayers Division (High Profile Section)	Name: Sign: Date:
9.2	DCEO – Large Taxpayers Division	Name: Sign: Date:
9.3	Chief Executive Officer for Revenue	Name: Sign: Date: