

Ministry:	Ministry of Revenue and Custom
Division:	Client Support and Public Relation
Section:	Customer Information Support
Location:	Tongatapu
Position:	Revenue Officer Graduate
Position Number:	MORC L-11
Reports to:	Senior Revenue Officer
Band:	L
Salary:	\$22,133 - \$33,194
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: To assist and support the Senior Revenue Officer under the Customer Information Support section focusing on cashier, reception and client services. To promote compliance with the tax and customs legislation through quality service, communication and responsible enforcement.</p>
Accountabilities / Outcomes	<ul style="list-style-type: none"> • Assist in identify and developing effective education and awareness programs • Assist in developing education and awareness materials and programs • Conduct systematic training/awareness programs for all clients • Conduct site visits to taxpayers • Recording of daily enquiries from clients • Analysing of data to address planning needs and proactive improvement in customer services • Provide a “one stop shop” inquiry service for clients including Government agencies • Prepare notices, brochures, pamphlets on tax matters • Update Tax Agent Registration • Process renewal application of Tax Agent in a timely manner
Person Specification	
Skills and Abilities	<p>Mandatory:</p> <ul style="list-style-type: none"> • Well-developed leadership skills including motivating and developing staff to achieve Customer Information Support objectives • Good strategic thinking to assist in the development of customer service strategies • Understanding of and commitment to continuous improvement and encouraging innovation with a focus on developing and implementing policies and procedures to ensure quality service provision

	<ul style="list-style-type: none"> • Good management skills including resource allocation, measurement, monitoring and evaluation and performance reporting • Strong customer service skills providing support, advice and guidance to taxpayers and tax agents on less complex enquiries and providing outreach education services to the community • Ability to make sound decisions and respond promptly to solve problems • Very good verbal and written communication skills including conflict resolution • Good understanding of tax legislation and practice including international trends • High level of professionalism, integrity and ethical behaviour
Qualifications and Experience	<p>Mandatory:</p> <ul style="list-style-type: none"> • Bachelor's degree with no working experience • Diploma Certificate with at least 2 years' experience in a similar role or at least 3 years relevant working experience <p><u>Qualifications acceptable for this role must be in Accounting, Economics, Finance, Business Studies, Information Technology, Computer Science, Commerce, Financial Management, Policy, Taxation, Management, Mathematics, Auditing, or Arts from a recognised educational institution.</u></p>
Authorised by (sign and date)	
Chief Executive Officer:	<p>Name: Michael Cokanasiga</p> <p>Signature:</p>
Head of Division/Senior Assistant Deputy CEO	<p>Name: Pita Tu'ivai</p> <p>Signature:</p>
Supervisor/Senior Revenue Officer	<p>Name:</p> <p>Signature:</p>
Revenue Officer Graduate	VACANT