

Tuvalu Government – Job Description



Position Title:	Taxpayer Services Officer	
Level and Salary (P/L):	S1-S3	\$10,887 - \$15,447
Ministry and Department:	Ministry of Finance and Economic Development	Tuvalu Revenue & Customs Department
Location:	Funafuti Island	
Reports to:	Director of Tuvalu Revenue & Customs Department	

JOB PURPOSE:

To support the IRD in increasing voluntary compliance by providing quality services to Tuvalu's taxpayer community and to assist taxpayers to register, file and pay according to Tuvalu's tax legislation and regulations.

KEY RESPONSIBILITIES:

1. Keep an accurate and reliable taxpayer register;
2. Capture an up-to-date returns and payment database;
3. Issue assessment notices when there are additional taxes/penalties/interest to be paid;
4. Provide performance reports related to registration, filing and payment (Key Performance Indicators)
5. Ensuring confidentially & privacy of taxpayer information
6. Preparing correspondence letter to clients.

MAIN DUTIES AND OUTCOMES:

1. Assist taxpayers with their obligations to register with the IRD;
2. Ensure IRD's taxpayer register contains all information provided by taxpayer and ensure key fields such as the ISIC is recorded in the register and that the register records all tax types the taxpayer is obligated to file and pay;
3. Liaise with other government entities to obtain data regarding potentially unregistered taxpayers and follow-up with taxpayers to ensure they are registered e.g. Customs and Business Center);
4. Receive all tax returns and payments submitted by taxpayers and provide taxpayers with necessary receipts;
5. Capture all information included in tax returns and payments into IRD systems (e.g. RMS, Excel, and ACCPAC);

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6. Assist taxpayers with any query and if needed direct the taxpayer to other officials when needed;
7. Conduct seminars and training;
8. Ensure taxpayers are aware of all forms and guides prepared by the IRD; and
9. Forward information to the Debt Management and Returns Unit regarding any taxpayer that has not filed and paid on-time.

MANDATORY REQUIREMENTS:

Certificate level or equivalent in Accounting, Economics, Tax or communications
AND

At least two years working experience in a related field

Ability to maintain confidentiality and discretion at all times

DESIRABLE REQUIREMENTS:

Good knowledge of customer service practices;

Good written and oral communication skills (Tuvaluan and English)

High-level attention to detail and accuracy

Excellent excel spreadsheet and computer skills

Ability to liaise with a range of stakeholders

Sound planning, organizing and time management skills

NOTE.

Officer will be required to travel to international and outer islands as required.