

Government of Tuvalu – Job Description



Position Title:	Debt Officer	
Band and Salary:	S1 – S3	\$10,887 to \$15,447
Ministry and Department:	Ministry of Finance	Inland Revenue
Location:	Funafuti	
Reports to:	Senior Debt Management Officer, Senior Tax Auditors	

JOB PURPOSE:

To monitor and collect outstanding tax bills by proactively contacting delinquent taxpayers, establishing payment plans or instalment arrangements, providing reminder letters, and, where required, escalating cases to legal recovery teams.

KEY RESPONSIBILITIES:

1. Provide desk cashier duties
2. Debt recovery, Liaison and collaboration & Enforcement action
3. Case management
4. Reporting and analysis
5. Reconcile Inland Revenue Collection with FMIS (Treasury)

MAIN DUTIES AND OUTCOMES:

1.0 Contact and Communication - Communicate with taxpayers in a proactive manner to remind them of their payment obligations and obtain information about their financial status

1.1 Receive payments

1.2 Checking daily cash and post receipts

1.3 Pay in to Treasury (twice a week)

1.4 Registration of businesses, filing and payment obligations

2.0 Conduct and monitor different debt recovery actions, such as issuing notices, attaching benefits or earnings.

2.1 Update and maintaining database

2.2 Issuance of reminder notices to Taxpayers

2.3 Data processing - returns and payments

2.4 Collect overdue payments

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3.0 Respond to individual cases of overdue tax accounts, preserve organised records, and track outstanding bills.

3.1 Identify non-filers, stop-filers and delinquent taxpayers

3.2 Enforce penalties

4.1 To facilitate debt recovery, work with external agencies such as enforcement, collection, and third-party organisations.

4.2 Provide monthly report for late filling/payment to detect penalty

5.1 Monthly reconcile debt payment (instalment)

MANDATORY REQUIREMENTS:

Mandatory Qualifications:

Certificate in Accounting, Business and Management or at least 2 years experience in Customer Services or Operations

Desirable Qualifications:

Previous experiences in Debt Management or Taxpayer Services is preferable.

Good written and oral communication skills (Tuvaluan and English)

Ability to work well in a Team

High-level attention to detail and accuracy

Excellent excel spreadsheet and computer skills

Sound time management skills

IMPORTANT NOTICE

Applicant through their applications MUST:

- (i) Address all the qualification requirements of the job description.
- (ii) Address each of the responsibilities of the job as listed in the job description indicating how best he/she can carry out those responsibilities satisfactorily and at the same time add value to the job.
- (iii) The response in each case in (i) and (ii) must reflect the information in the CV; and the job application check list.

It is expected that officers recognize the cross-cutting nature of gender issues; the roles and responsibilities in this job description should be performed by taking into account a sector integration of gender perspectives.