



Ministry of Finance and Economic Management
GOVERNMENT OF THE COOK ISLANDS

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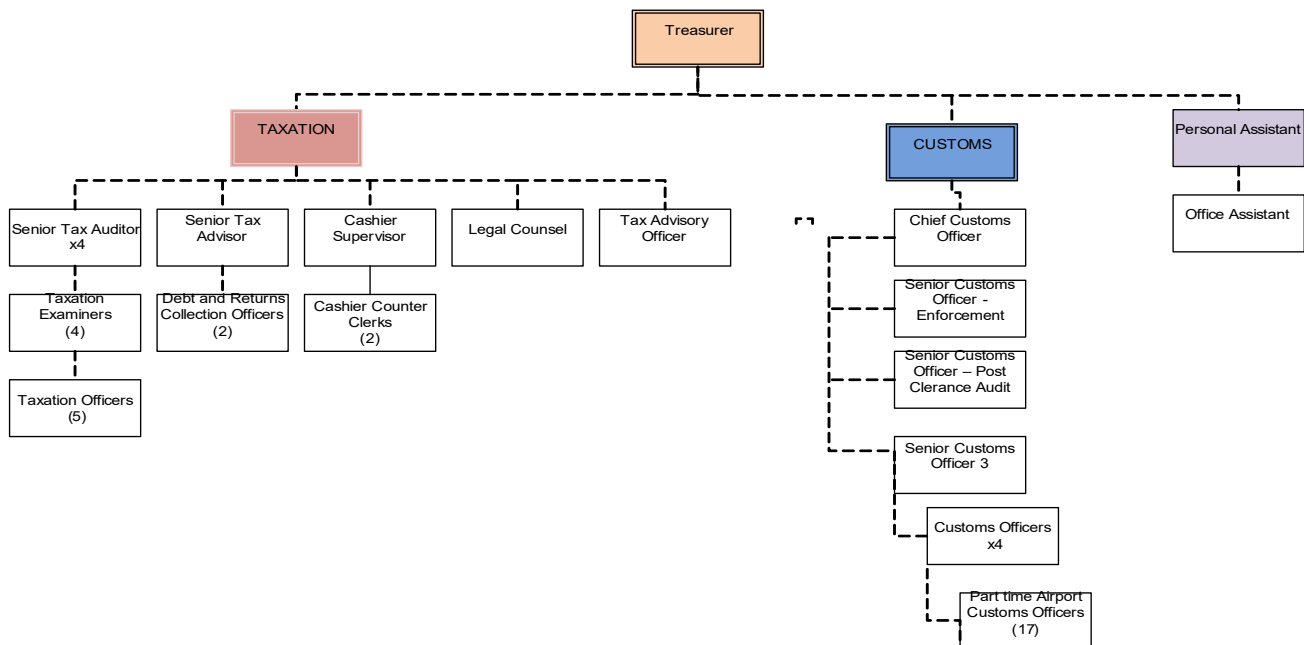
POSITION SUMMARY

Job Title:	Taxation Officer
Division:	Revenue Management Division
Responsible To:	The Treasurer
Responsible For:	Responsible for 0 staff
Job Purpose:	The effective and efficient management of the receipt and processing of taxpayer returns and related correspondence including internal maintenance of taxpayer records. In particular:
Job Classification:	Function (Policy, Service Delivery, Regulatory, Corporate Support, Governance) Jobwise Code (S1-S6; O1-O6; T1-T7; L1-L9) [Inserted after evaluation exercise]
Date updated:	

AGENCY VISION

“We will act without fear or favour to collect revenue which pays for our Cook Islands way of life “”

ORGANISATIONAL STAFFING STRUCTURE



KEY RESULT AREAS (KRA'S)/OUTPUTS

KRAs for this position (maximum of 6)	Key Performance Indicators (use SMART principles)
<p>Processing tax returns and payments</p> <ul style="list-style-type: none"> ○ To process and assess income tax and VAT returns ○ To manage taxpayer files and provide account maintenance to each taxpayer as necessary ○ To undertake taxpayer audits as allocated by the Collector ○ Assess tax returns and issue statements and correspondence to the public ○ Reconcile, match, assess and revise Individual, Company, Trust, VAT and PAYE returns ○ Registration of business for VAT & PAYE purposes ○ Follow up of outstanding Individual, Company, Trust, VAT & PAYE Returns ○ Monitor and maintain payment arrangement schedules ○ Prepare tax account statements ○ Check & issue Income Tax Refund Cheques ○ Check & monitor reports for Non-payers and Non-filers for Income Tax, Company Tax, VAT & PAYE 	<p>Jobholder is successful when:</p> <ul style="list-style-type: none"> • List performance indicators
<p>Maintain good working relationship</p> <ul style="list-style-type: none"> ○ staff in the Revenue Management Office ○ extending to the whole of MFEM ○ other ministries ○ maintaining good rapport with Taxpayers ○ Ensure a high level of security in the maintenance of taxpayer confidentiality 	<ul style="list-style-type: none"> •
<p>Customer Service</p> <ul style="list-style-type: none"> ○ To attend all tax enquiries from over the counter, phone calls & correspondence from the public ○ To serve audit related enquiries from the public ○ Provide information and assistance to help taxpayers comply with their obligations 	<ul style="list-style-type: none"> •

WORK COMPLEXITY

Indicate most challenging problem solving duties typically undertaken (3-4 examples):

1	What really stretches someone doing this job
2	The most difficult problems faced in the job
3	The level of judgement the jobholder has to exercise
4	

AUTHORITY

Authority levels expressed in terms of routine expenditure, granting loans, and recruiting and dismissing staff. (Explain the authority if any)

Financial	This position does not have budget authority.
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Staff	This position is not responsible for recruiting, managing performance of / dismissing staff.
Contractual	This position does not have the authority to draw up contracts with external/internal contacts?

FUNCTIONAL RELATIONSHIPS

The requirement for human relations skills in dealing with other personnel and external contacts. *(List the external and internal types of functional relationships)*

Internal	Nature of Contact	External	Nature of Contact
Treasury Management Financial Secretary Development Statistics Customs	Medium: Most of the Agency is dealt with at a routine level.	Business owners, Agents/Accountants, Public Lawyers, Overseas Tax Authorities, Banks	Routine: Significant, regular discussions and contact to resolve day to day difficulties and problems. Routine: Significant, regular discussions and contact to resolve day to day difficulties and problems. Promoting: Significant contact to promote the organisation and achieve prescribed goals. Also included are those positions having daily and continual contact with people and in a role requiring advanced human relations skills. Negotiating: Considerable contact as the prime negotiator on major business dealings or on highly sensitive matters requiring highly developed negotiating or human relations skills. Routine: Significant, regular discussions and contact to resolve day to day difficulties and problems. Routine: Significant, regular discussions and contact to resolve day to day difficulties and problems.

QUALIFICATIONS (OR EQUIVALENT LEVEL OF LEARNING)

Level of education required to perform the functions of the position. This combines formal and informal levels of training and education.

Essential: (least qualification to be competent)	Desirable: (other qualifications for job)
<ul style="list-style-type: none"> Achievement of NCEA level 2 or equivalent educational qualification in English, Mathematics, Accounting or Economics 	<ul style="list-style-type: none"> Achievement of NCEA level 3 or equivalent educational qualification in English, Mathematics, Accounting or Economics

EXPERIENCE

The length of practical experience and nature of specialist, operational, business support or managerial familiarity required. This experience is in addition to formal education.

Essential: (least number of years to be competent)	Desirable: (target number of years you are looking for)
1 year Conceptual and analytical skills Effective oral and written communication skills Problem solving and negotiating skills Knowledge of taxation principles	2 years Experience and knowledge in revenue management processes

KEY SKILLS /ATTRIBUTES/JOB SPECIFIC COMPETENCIES

Level of ability required for the job	
Expert	<ul style="list-style-type: none"> Experience and excellent knowledge of Revenue Management processes. Well developed customer service skills including the ability to listen to customers, understand their needs, and ensure services are tailored and targeted. Excellent oral and written communication skills. Experience and knowledge of investigation techniques and procedures; Conceptual and analytical skills; Financial and economic management skills; Effective oral and written communication skills. High level of leadership; High level of staff and public relations;
Advanced	<ul style="list-style-type: none"> Knowledge and understanding of taxation principles and procedures and the ability to administer the Revenue and Customs Acts of the Cook Islands. A demonstrated awareness and understanding of cultural differences and needs within their local communities, including an awareness and basic understanding of Cook Islands Maori. Organisational, planning and prioritisation skills. Ability to think laterally and communicate clearly, both orally and written. Knowledge of cash handling, balancing and deposit preparation. Ability to critically analyse and understand information and intelligence; format a balanced view and make considered decisions when faced with conflicting view points. Problem solving and negotiation skills.

	<ul style="list-style-type: none"> ○ Knowledge of the taxation principles and ability to administer Revenue Acts of the Cook Islands.
Working	<ul style="list-style-type: none"> ○ Ability to effectively use technology, RMD systems, and tools to facilitate work undertaken. ○ Ability to recognize details and make appropriate adjustments with limited information. ○ Knowledge of investigation techniques and procedure
Awareness	<ul style="list-style-type: none"> ○ Understanding of principles and procedures to provide a high level of customer service and meet taxpayer demands ○ Ability to relate to taxpayers from a variety of back grounds.

CHANGE TO JOB DESCRIPTION

Changes to the Job description may be made from time to time in response to the changing nature of the Agency work environment - including technological or statutory changes.

Approved:

HoM/Manager

Date

Employee

Date