

JOB POSTING

January 23, 2019

Applications are invited from suitably qualified individuals to fill the following positions in **Tax Administration Jamaica** as listed below:

Operations Division

1. **Assistant General Manager, Client Relationship (Level 8)**, salary range \$4,459,432 – 5,484,539 per annum and any applicable allowance(s); **(1 position – Large Taxpayer Office-St Andrew)**
2. **Assistant General Manager/Collector of Taxes (Level 8)**, salary range \$4,459,432 – 5,484,539 per annum and any applicable allowance(s); **(1 position – Spanish Town Tax Office)**
3. **Manager, Taxpayer Service (Level 7)**, salary range \$3,453,263 – 4,247,078 per annum and any applicable allowance(s); **(1 position – Cross Roads Tax Office)**

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JOB DESCRIPTIONS

Assistant General Manager, Client Relationship (Level 8)

JOB PURPOSE

To plan, organize, direct, coordinate and supervise the activities of a number of Client Relationship Managers to ensure consistency in the quality of service standards and methods of service delivery; develop and monitor the implementation of a strategy designed to establish and maintain solid customer relationships with large corporate clients whose annual income exceeds One Billion Dollars (\$1B) across all tax types and Tax Administration activities.

KEY RESPONSIBILITY AREAS

Management and Administrative Duties

- Provides leadership, support and guidance to all staff to ensure that the branch is effectively managed;
- Guides the development of the Operational and Work Plans with the supporting budget for the branch ensuring that all the relevant activities to be undertaken and required resources are considered and that expenditures are made within the budgetary allocations;
- Plans, coordinates and directs all the activities of the functional areas;
- Establishes and enforces standards and rules of professional conduct for staff within the branch in order to maintain the highest degree of confidence in its integrity and efficiency;
- Ensures staff is aware of and operates in accordance with all relevant laws and policies;
- Maintains effective working relations with external and internal stakeholders and customers, ensuring that the branch provides a consistently high level of service.

Technical and Professional Duties

- Establishes and maintains professional relationships with the branch's clients, classified in specific business sectors;
- Develops, influences and drives the client relationship culture within the Large Taxpayer Office;
- Develops strategies and mechanisms to enable tax administration to become very knowledgeable about the operations of the different business sectors and the taxpayers' concerns in order to serve them effectively;
- Consults with industry specialists to ensure a proper understanding of the context in which the highly complex and sensitive taxpayer operates;
- Identifies issues that need to be addressed and brings significant issues to the attention of specialists;
- Liaises with internal functionaries to build effective business relationships and facilitates resolutions of any problems;
- Encourages clients to accept their social responsibility to pay their taxes;
- Communicates with clients promptly regarding any legal changes affecting their payment of taxes;
- Ensures the sharing of industry, company or individual knowledge among staff members;
- Communicates the authority's policies on client service relationship, ensuring that all Client Relationship Managers buy into the policy and actively demonstrate compliance;
- Monitors the operational teams to assess any risk within their dedicated area;
- Identifies client relationship training requirements and works with training experts to develop appropriate solutions;
- Initiates cross training among staff in the various sectors to facilitate job rotation and job enrichment with a view to motivate and empower staff;
- Collaborates with operational cross-functional teams to ensure that realistic client expectations are satisfied;
- Coordinates/lobbies for resources to ensure the long term strategic success of the Client Relationship Section;
- Assists teams in responding to complaints and enquires;
- Contributes to the preparation and presentation of briefs and position papers on highly complex and controversial issues and participates in public information sessions and industrial and professional seminars to, *inter-alia*, promote public awareness and understanding of tax administration programmes and policies;
- Performs other related duties assigned by the General Manager, LTO;

Human Resource Management Duties

- Develops and manages the branch's HR plan that addresses staff requirements and succession planning and liaises with the General Manager- LTO;
- Participates in the recruitment of staff for the branch and ensures that they are aware of and adhere to the policies and procedures of the Department;
- Conducts periodical reviews of supervisees in accordance with the Work Plan;
- Completes final performance assessments and recommends appropriate training and development programmes as necessary;
- Initiates and participates in disciplinary proceedings relating to staff members within the Section and implements corrective measures;
- Ensures that all TAJ's values, especially integrity, are embraced by all staff members.

REQUIRED COMPETENCIES

Specific Knowledge

- Excellent knowledge of audit and the applicable auditing standards and techniques;
- Excellent knowledge of the Financial Administration and Audit (FAA) Act and other financial regulations and guidelines;

- Comprehensive knowledge of accounting principles, procedures and practices;
- Sound knowledge of the tax laws, regulations and tax administration operations and functions;
- Sound knowledge of standard business operational and commercial practices (both locally and internationally);
- Working knowledge of international laws and regulations;
- Good knowledge of computer systems and the relevant applications;

Required Skills and Specialized Techniques

- Excellent decision-making, planning and organizing skills;
- Excellent judgement, and analytical skills;
- Excellent communication, interpersonal and team building skills;
- Excellent negotiating and/or advocacy skills;
- Very good time management skill.

Qualification and Experience

- Master's Degree in Accounting or ACCA Level 111 or the equivalent qualification;
- Diploma in Tax Audit and Revenue Administration (TARA);
- Five (5) years work related experience with at least three (3) years at a management level.

Working Conditions

- Normal office environment;
- Travel (20%-30%).

Assistant General Manager, Collector of Taxes (Level 8)

JOB PURPOSE

To plan, coordinate and manage all the activities of a Large Tax Office with respect to the receipt and processing of tax returns, collection of revenue, enforcement of compliance for delinquencies of payments and tax returns and a wide range of taxpayer services.

KEY RESPONSIBILITY AREAS

Management and Administrative Duties

- Provides leadership, support and guidance to staff to ensure that the Tax Office is effectively managed;
- Guides the development of the Operation and Work Plans with the supporting budget for the Tax Office, ensuring that all the relevant activities to be undertaken and required resources are considered and that expenditures are made within the budgetary allocations;
- Plans, coordinates and directs all the activities of the functional areas;
- Establishes and enforces standards and rules of professional conduct for staff within the Tax Office in order to maintain the highest degree of confidence in its integrity and efficiency;
- Ensures that staff is aware of and operates in accordance with all the relevant laws, policies, regulations and procedures;
- Ensures staff has sufficient and appropriate physical resources to undertake their duties efficiently and effectively;
- Maintains effective working relations with internal and external stakeholders ensuring that the Tax Office provides a consistently high level of service.

Technical and Professional Duties

- Maintains knowledge of current Tax Laws and Regulations;
- Provides a wide range of taxpayer assistance and service including :
 - ✓ Assistance to ensure accuracy and completeness in filing Returns/applications,
 - ✓ Responding to queries on related matters,
 - ✓ Providing problem resolution process to speedily and effectively address taxpayers grievances;
- Maintains up to date taxpayer accounts records including payment information;
- Manages revenue collection and compliance programmes which involves :
 - ✓ Monitoring and evaluating programmes implemented,
 - ✓ Ensuring that collections are made and accounted for in accordance with the FAA Act, lodging to the Consolidated Fund, National Insurance and Human Employment and Resource Trust (HEART) Funds daily,
 - ✓ Maintaining accurate and up-to-date taxpayer accounts;
- Formulates and vigorously pursues strategies for promoting and enhancing voluntary compliance by taxpayers;
- Establishes and maintains accounts and compliance activities designed to ensure collection of all revenue due and enhance voluntary compliance with future filing and payment requirements;
- Monitors the operations of the computer systems which include the Cash Remittance, Property Tax, Motor Vehicle and Statutory Tax Accounting systems;
- Administers a wide range of audit programmes involving the classification, selection and audit of tax returns;
- Processes application for motor vehicle drivers licences and issues licences to ensure adherence to the Road Traffic Act;
- Monitors the issuance of motor vehicle titles ensuring that :
 - ✓ Vehicles being registered and licensed conform with the Customs Act,
 - ✓ Fraudulent transfer of motor vehicles is prevented;
- Coordinates and secures legal advice whenever necessary for legal enforcement problems from the Legal Support Division;
- Prepares and submits reports on all functional areas to The Programmes Branch in order to facilitate the development of programmes;
- Collaborates with the RSC to design and execute a comprehensive taxpayer information and education programme;
- Recommends the dissemination of information through newspapers, radio, television, seminars and Tax Administration publications to help taxpayers fulfil their obligations;
- Provides information, advice to the General Manager about the most important activities and issues affecting the Office;
- Oversees regular consultation with stakeholders to provide information and seeks reactions to improve service and address critical challenges;
- Ensures that appropriate policies and procedures are developed and implemented in all functional areas in order to ensure consistency, efficiency in the administration of the revenue laws;
- Ensures that the floor in the Tax Office is properly managed;
- Implements and maintains problem resolution (Grievance) processes to investigate taxpayers' complaints
- Performs other related duties assigned by the General Manger.

Human Resource Management Duties

- Develops and manages the Tax Office's HR plan that addresses staff requirements and succession planning and liaises with the General Manager/Collector of Taxes, RSC;
- Participates in the recruitment of staff for the Tax Office and ensures that they are aware of and adhere to the policies and procedures of the Department;
- Conducts periodical reviews of supervisees in accordance with the Work Plan;

- Completes final performance assessments and recommends appropriate training and development programmes as necessary;
- Initiates and participates in disciplinary proceedings relating to staff members in the Tax Office and implements corrective measures;
- Ensures that all TAJ values, especially integrity, are embraced by all staff within the Tax Office.

REQUIRED COMPETENCIES

Specific Knowledge

- Excellent knowledge of all the relevant tax laws, regulations and guidelines;
- Excellent knowledge of the Financial Administration and Audit (FAA) Act and other financial regulations and guidelines;
- Excellent knowledge of Tax Administration Jamaica's operations and functions;
- Good knowledge of human resources management and practices;
- Working knowledge of computer systems and the relevant applications;

Required Skills and Specialized Techniques

- Excellent decision-making, planning and organizing skills;
- Excellent judgement, and analytical skills;
- Excellent communication, interpersonal and team building skills;
- Excellent negotiating and/or advocacy skills;
- Very good time management skill.

Qualification and Experience

- Master's Degree in Financial Management/Accounting, Business Administration or Management Studies or equivalent;
- Diploma in Tax Audit and Revenue Administration (TARA) would be an asset;
- Five (5) years work related experience with at least three (3) years in a senior management position.

WORKING CONDITIONS

- Normal office environment;
 - Irregular working hours;
 - Travel (20%).
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Manager, Taxpayer Service (Level 7)

JOB PURPOSE

To plan, coordinate, oversee and manage the activities of Taxpayer Services, ensuring adherence to the different standards for processing TRN, TCC, Drivers Licence, New Motor Vehicle Registration and Transfers, lost documents, Property Tax Certificate and GCT Registration.

KEY RESPONSIBILITY AREAS

Management and Administrative Duties

- Provides leadership, support and guidance to all staff to ensure that the Unit is effectively managed;
- Participates in the development of the Work Plans and budget for the Unit, ensuring that all the relevant activities to be undertaken and required resources are considered;

- Plans, coordinates and directs all the activities of the functional area;
- Establishes and enforces standards and rules of professional conduct for staff within the Unit in order to maintain the highest degree of confidence in its integrity and efficiency;
- Ensures staff is aware of and operates in accordance with all relevant laws and policies;
- Maintains effective working relations with external and internal stakeholders, ensuring that the Unit provides a consistently high level of service.

Technical and Professional Duties

- Provides a wide range of taxpayer assistance and services with respect to various revenue laws and regulations and their administration by TAJ;
- Disseminates tax advice to taxpayers and explains probable consequences of various courses of action;
- Provides assistance to taxpayers in the completion of all types of tax returns, applications for TRN, GCT registration forms and other tax related forms and documents;
- Ensures operation standards are maintained for the processing of all transactions;
- Ensures that an adequate supply of explanatory and information pamphlets, return forms, application for GCT registration, TRN and other materials are available;
- Provides assistance and advises taxpayers in understanding their rights in meeting their tax obligations and respond to all enquiries regarding tax delinquent cases, account adjustment, general application for GCT registration and TRN;
- Manages the problem resolution procedures in investigating and resolving taxpayers complaints;
- Monitors the documentation for transactions which are provided, to determine their validity and authenticity;
- Monitors and directs the issuing of Taxpayers Registration Numbers, Motor Vehicle Titles and Driver's License;
- Monitors the operating standards for processing all application i.e. TRN, TCC, transfers, Driver's Licence and Property Tax Certificate;
- Monitors the processing of TCC applications;
- Oversees and monitors the accuracy of information on Property Tax Certificates;
- Provides guidance on all issues relating to Local Government Taxes and fees;
- Monitors the processing of all lost documents;
- Authorizes users to the tax operating system, monitors and safeguards usage of these systems;
- Authorizes GCT registration letters for individuals and enterprises conducting business;
- Prepares and submits reports;
- Performs any other duties assigned by AGM.

Human Resource Management Duties

- Develops and manages the Unit's HR plan that addresses staff requirements and succession planning and liaises with the AGM;
- Participates in the recruitment of staff for the Unit and ensures that they are aware of and adhere to the policies and procedures of the Department;
- Conducts periodical reviews of supervisees in accordance with the Work Plan;
- Completes final performance assessments and recommends appropriate training and development programmes as necessary;
- Initiates and participates in disciplinary proceedings relating to staff members within the Unit and implements corrective measures;

REQUIRED COMPETENCIES

Specific Knowledge

- Comprehensive knowledge of all the relevant tax laws, regulations and guidelines governing the transactions processed;
- Comprehensive knowledge of procedures governing the processing of Property Tax, TRN, TCC and Motor Vehicle applications;
- Knowledge of management principles, practices and procedures;
- Knowledge of the TAJ's Code of Conduct;
- Working knowledge of Tax Administration Jamaica operations and functions;
- Working knowledge of computer systems and the relevant applications.

Required Skills and Specialized Techniques

- Very good decision-making, planning, organizing and analytical skills;
- Very good time management and judgement skills;
- Good communication, interpersonal and team building skills;
- Very good leadership skills;

Qualification and Experience

- Bachelor's Degree in Business Administration/ Management Studies, or equivalent qualification;
- Diploma in Tax Audit and Revenue Administration (TARA) would be an asset;
- Four (4) related years' experience.

WORKING CONDITIONS

- Normal office environment;
- Travel (10%-15).

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Interested persons are invited to submit applications with resumes no later than **Friday, February 8, 2019 to:**

**The Recruitment Officer
Tax Administration Jamaica
NCB South Towers
2 Oxford Road, 9th Floor
Kingston 5**

Applications will also be accepted via email: sara.hr.recruit@taj.gov.jm

While we thank all applicants for their interest, only short-listed candidates will be contacted.

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