



## JOB POSTING

September 11, 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, Audit (Level 8)**, salary range \$4,637,810 – \$5,703,921 per annum and any applicable allowance(s); **(1 position – Large Taxpayer Office – Oxford Road)**
2. **Audit Manager (Level 7)**, salary range \$3,591,394 – \$4,416,961 per annum and any applicable allowance(s); **(2 positions – location listed below) not vacant**
  - LTO - St. Andrew (1 position)
  - Montego Bay RSC (1 position)
3. **Audit Specialist (Level 7)**, salary range \$3,591,394 – \$4,416,961 per annum and any applicable allowance(s); **(1 position – LTO-St. Andrew) - not vacant**
4. **Technical Support Officer (Level 7)**, salary range \$3,591,394 – \$4,416,961 per annum and any applicable allowance(s); **(1 position – PCOSE)**
5. **Manager, Taxpayer Service (Level 7)**, salary range \$3,591,394 – \$4,416,961 per annum and any applicable allowance(s); **(1 position – St. Andrew RSC) - not vacant**
6. **Client Relationship Manager (Level 6)**, salary range \$2,781,078 – \$3,420,375 per annum and any applicable allowance(s); **(1 position – Large Taxpayer Officer- Kingston) – not vacant**
7. **Senior Tax Auditor (Level 6)**, salary range \$2,781,078 – \$3,420,375 per annum and any applicable allowance(s); **(13 positions – location listed below)**
  - LTO-Kingston (3 positions)- **2 not vacant**
  - LTO-Montego Bay (4 positions)
  - St. Andrew RSC (2 positions) - **1 not vacant**
  - Kingston RSC (2 positions) - **not vacant**
  - Pensions Charities & OSE (2 positions)
8. **Quality Reviewers (Level 6)**, salary range \$2,781,078 – \$3,420,375 per annum and any applicable allowance(s); **(5 positions – Kingston)**
9. **Senior Compliance Officer (Level 5)**, salary range \$2,153,591 – \$2,648,646 per annum and any applicable allowance(s); **(1 position – St. Andrew RSC)**

## Operations Division (Cont'd)

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10. **Senior Taxpayer Service Officer (Level 5)**, salary range \$2,153,591 – \$2,648,646 per annum and any applicable allowance(s); **(2 positions- location listed below) not vacant**
- St. Andrew RSC (1 position)
  - Savanna-la-mar Tax Office (1 position)
11. **Senior Taxpayer Accounts Officer (Level 5)**, salary range \$2,153,591 – \$2,648,646 per annum and any applicable allowance(s); **(1 position- Port Antonio Tax Office)**
12. **Senior Assessor (Level 5)**, salary range \$2,153,591 – \$2,648,646 per annum and any applicable allowance(s); **(1 position- Montego Bay RSC)**
13. **Intelligence Officer (Level 5)**, salary range \$2,153,591 – \$2,648,646 per annum and any applicable allowance(s); **(2 positions- Kingston) – 1 not vacant**
14. **Special Enforcement Officer (Level 5)**, salary range \$2,153,591 – \$2,648,646 per annum and any applicable allowance(s); **(1 position- Kingston)**
15. **Special Investigator (Level 5)**, salary range \$2,153,591 – \$2,648,646 per annum and any applicable allowance(s); **(1 position- Kingston)**
16. **Taxpayer Accounts Officer (Level 4)**, salary range \$1,667,683 - \$2,051,039 per annum and any applicable allowance(s); **(4 positions- location listed below)**
- Kingston RSC (1 position) - *not vacant*
  - LTO-St. Andrew (2 positions) – *1 not vacant*
  - Port Antonio Tax Office (1 position)
17. **Compliance Officer (Level 4)**, salary range \$1,667,683 - \$2,051,039 per annum and any applicable allowance(s); **(2 positions- location listed below)**
- Montego Bay RSC (2 positions) - *1 not vacant*
  - Port Maria Tax Office (1 position)
18. **Collections Officer (Level 4)**, salary range \$1,667,683 - \$2,051,039 per annum and any applicable allowance(s); **(7 positions- location listed below)**
- Kingston RSC (1 position)
  - Portmore Tax Office (2 positions) - *not vacant*
  - Savanna-la-mar Tax Office (1 position) - *not vacant*
  - Spanish Town Tax Office (1 position)
  - Cross Roads Tax Office (2 positions)
- (Kindly note that applications for the Collections Officer post will only be accepted from persons who are appointed in the Public Service.)**
19. **Office Auditor (Level 4)**, salary range \$1,667,683 - \$2,051,039 per annum and any applicable allowance(s); **(6 positions- Kingston RSC)**
20. **Valuer (Level 4)**, salary range \$1,667,683 - \$2,051,039 per annum and any applicable allowance(s); **(1 position- Montego Bay RSC) – not vacant**
21. **Taxpayer Service Officer (Level 4)**, salary range \$1,667,683 - \$2,051,039 per annum and any applicable allowance(s); **(1 position- Falmouth Tax Office)**

## Operations Division (Cont'd)

22. **Taxpayer Service Assistant (Level 3)**, salary range \$1,291,408 - \$1,588,269 per annum and any applicable allowance(s); **(4 positions- location listed below)**

- St. Andrew RSC (1 position) - *not vacant*
- Cross Roads Tax Office (2 positions) – *1 not vacant*
- Santa Cruz Tax Office (1 position)

23. **Junior Compliance Officer (Level 3)**, salary range \$1,291,408 - \$1,588,269 per annum and any applicable allowance(s); **(3 positions- location listed below)**

- Port Antonio Tax Office (1 position) - *not vacant*
- Kingston RSC (1 position) - *not vacant*
- Montego Bay RSC (1 position)

24. **Secretary (Level 2)**, salary range \$1,000,031 - \$1,229,913 per annum and any applicable allowance(s); **(1 position-Montego Bay RSC)**

## Legal Support Division

25. **Technical Specialist (Level 8)**, salary range \$4,637,810 – \$5,703,921 per annum and any applicable allowance(s); **(2 positions) - not vacant**

## Management Services Division

### Information & Communication Technology

26. **Database Administrator, (Level 6)**, salary range \$2,781,078 – \$3,420,375 per annum and any applicable allowance(s); **(1 position)**

27. **Programmer Developer, (Level 6)**, salary range \$2,781,078 – \$3,420,375 per annum and any applicable allowance(s); **(3 positions)**

28. **Network Security Analyst, (Level 6)**, salary range \$2,781,078 – \$3,420,375 per annum and any applicable allowance(s); **(1 position)**

29. **Data Quality Analyst, (Level 5)**, salary range \$2,153,591 – \$2,648,646 per annum and any applicable allowance(s); **(2 positions) – not vacant**

30. **Application Administrator, (Level 4)**, salary range \$1,667,683 - \$2,051,039 per annum and any applicable allowance(s); **(2 positions- location listed below):**

- Montego Bay RSC (1 position) - *not vacant*
- Old Harbour Tax Office (1 position)

### Human Resource Unit

31. **Human Resource Management Officer, (Level 5)**, salary range \$2,153,591 – \$2,648,646 per annum and any applicable allowance(s); **(1 position- Oxford Road)**

### **Finance & Accounts Unit**

32. **Senior Claims Officer (Level 3)**, salary range \$1,291,408 - \$1,588,269 per annum and any applicable allowance(s); **(1 position) – not vacant**
33. **Accounts Adjustment Officer (Level 3)**, salary range \$1,291,408 - \$1,588,269 per annum and any applicable allowance(s); **(1 position) – not vacant**
34. **GCT Officer (Level 2)**, salary range \$1,000,031 - \$1,229,913 per annum and any applicable allowance(s); **(1 position)**
35. **Cash Book Officer (Level 2)**, salary range \$1,000,031 - \$1,229,913 per annum and any applicable allowance(s); **(1 position) – not vacant**

### **Administration, Property & Security Services**

36. **Stores Officer (Level 2)**, salary range \$1,000,031 - \$1,229,913 per annum and any applicable allowance(s); **(1 position- Kingston) – not vacant**

### **Records & Information Management**

37. **Supervisor, Mail Management (Level 4)**, salary range \$1,667,683 - \$2,051,039 per annum and any applicable allowance(s); **(1 position – Kingston)**
38. **Records Officer (Level 2)**, salary range \$1,000,031 - \$1,229,913 per annum and any applicable allowance(s); **(8 positions- location listed below)**
- St. Andrew RSC (2 positions)
  - Montego Bay RSC (Taxpayer Service Unit) (1 position)
  - Port Antonio Tax Office (1 position) - *not vacant*
  - Stores (Kingston) (1 position)
  - Taxpayer Registration Centre (1 position)

### **Customer Care Centre**

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39. **Inbound/Outbound Agent (Level 3)**, salary range \$1,291,408 - \$1,588,269 per annum and any applicable allowance(s); **(1 position- May Pen) – not vacant**
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## **JOB DESCRIPTIONS**

### *Assistant General Manager, Audit (Level 8)*

#### **JOB PURPOSE**

To plan, organize, direct and control the work of highly skilled professionals engaged in managing and implementing all audits and investigating related activities of taxpayers of complex corporate conglomerates, whose annual income exceeds One Billion Dollars (\$1B); develop and implement risk management strategies to address international tax evasion through rules such as thin capitalization and transfer pricing.

#### **KEY RESPONSIBILITY AREAS**

##### *Managerial & Administrative Duties*

- Provides leadership, support and guidance to all staff to ensure that the Branch is effectively managed;
- Participates in 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, policies;
- Maintains effective working relations with external and internal stakeholders, ensuring that the branch provides a consistently high level of service.

##### *Technical & Professional Duties*

- Participates in the formulation of goals and objectives in collaboration with the General Manager/ Collector of Taxes, LTO to improve collections;
- Interprets and implements TAJ's policies and directives;
- Advises on operational issues arising out of the authority's policies, systems and procedures and make recommendations for addressing those issues;
- Provides guidance and directives in the auditing of large taxpayers, including complex corporate conglomerates;
- Oversees the conduct of audits and tax assessments;
- Participates in preparing risk management reports to identify erosion of the tax base;
- Gives guidance and provide solutions for complex technical issues;
- Implements programmes developed by the Programmes Branch;
- Monitors and evaluates the implementation of programmes;
- Ensures quality of audits conducted are in accordance with the established standards;
- Enforces strict adherence to the policies, guidelines and procedures for all processes and ensures the implementation of recommendations from audit reports;
- Participates in developing and establishing audit protocols;
- Prepares and submits comprehensive responses to audit queries;
- Implements and enforces the established resolution procedures to resolve taxpayers' complaints;
- Coordinates the preparation of oral and written submissions and briefs on complex issues;
- Provides guidance and direction for the implementation of excise policies;
- Coordinates and secures legal advice where necessary from the Deputy Commissioner General, Legal Support Division;
- Performs other related duties assigned by the General Manager/ Collector of Taxes LTO.

### ***Human Resource Responsibilities***

- Develops and manages the branch's HR plan that addresses staff requirements and succession planning and liaises with the General Manager/ Collector of Taxes, 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 branch and implements corrective measures;
- Performs other related duties assigned by the General Manager/ Collection of Taxes, LTO.

### **REQUIRED COMPETENCIES**

#### **(a) Specific Knowledge**

- Excellent knowledge of the Revenue Laws and Regulations and Tax Administration operations and functions;
- Comprehensive knowledge of the principles of management, administration, planning and resource utilization;
- Comprehensive knowledge of accounting principles and auditing techniques and standards;
- Sound knowledge of standard business operation and commercial practices (both locally and internationally);
- Sound knowledge of computer systems and the relevant application.

#### **(b) Required Skills and Specialized Techniques**

- Excellent analytical and problem solving skills;
- Excellent leadership, planning and organizing skills;
- Excellent communication and interpersonal skills;
- Excellent negotiating and management skills.

#### **(c) Qualification and Experience**

- Master's Degree in Accounting and Financial Management or Business Administration or Management Studies from a recognized university;
- ACCA or CPA or any other equivalent recognized professional qualifications;
- Diploma in Tax Audit and Revenue Administration ;
- Five years (5) years' work related experience with at least three (3) years at a managerial Level.

### **WORKING CONDITIONS**

- Normal office environment;
  - Irregular working hours at times;
  - Travel (20 - 25%).
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## *Audit Manager (Level 7) - LTO*

### **JOB PURPOSE**

To plan, organize, direct, coordinate and supervise activities of the Auditors to ensure the execution of Audits as well as investigations which will determine the tax liability of complex corporate conglomerates, under the jurisdiction of the LTO, whose annual income exceeds One Billion Dollars (\$1B).

### **KEY RESPONSIBILITY AREAS**

#### *Management and Administrative Duties*

- Prepares and implements Work Plan for the section;
- Manages and monitors the performance of the section;
- Prepares the monthly Performance Reports for submission;
- Establishes and enforces standards and rules of professional conduct for staff within the section 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 section provides a consistently high level of service to them.

#### *Technical and Professional Duties*

- Plans, directs and supervises the activities of the teams engaged in audits of complex corporate conglomerates whose annual income exceeds \$1 Billion:
  - Assigns workloads, making provision for experience and skill;
  - Guides supervisees on policies, procedures, laws, regulations, court decisions, precedent, accounting principles, auditing techniques and other matters relating to technical and administrative aspects of the work;
  - Reviews cases and reports to ensure adherence to audit and department standards;
- Contributes to the preparation of the annual audit plan;
- Directs the conduct of audits and tax fraud investigation programmes on taxpayers who fall within the purview of the LTO;
- Compiles information and prepares combined reports of all audits and objections reviewed for the Assistant General Manager, Corporate;
- Assesses cases for potential compliance issues and audit risks;
- Performs other related duties assigned by the Assistant General Manager, Audit (LTO).

#### *Human Resource Responsibilities*

- Develops and manages the section's HR plan that addresses staff requirements and succession planning and liaises with the AGM, Audit ;
- Participates in the recruitment of staff for the section 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 work plans;
- 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.

**REQUIRED COMPETENCIES****(a) Specific Knowledge**

- Comprehensive knowledge of audit and the applicable auditing standards and techniques;
- Comprehensive knowledge of accounting principles, procedures and practices;
- Sound knowledge of tax laws, regulations and Tax Administration policies;
- Sound knowledge of standard business operational and commercial practices (both local and international);
- Good knowledge of computer systems and the relevant applications.

**(b) Required Skills and Specialized Techniques**

- Excellent decision-making and problem-solving skills;
- Excellent time management skill;
- Excellent communication, interpersonal and team skills;
- Strong analytical, planning and organizing skills;
- Good leadership and negotiation skills.

**(c) Qualification and Experience**

- BSc Degree in Accounting or ACCA Level II or the equivalent professional qualification;
- Post Graduate Diploma in Tax Audit and Revenue Administration;
- Four (4) years' related work experience with at least two (2) years as a Senior Manager.

**WORKING CONDITIONS**

- Normal office environment;
- Travel (50%);
- Critical deadlines.

***Audit Manager (Level 7)-Montego Bay RSC*****JOB PURPOSE**

To plan, direct, coordinate and supervise activities of a team of Auditors ensuring the execution of audits and investigations which will determine the taxpayer's liability for taxes and settling objections and the raising of best judgment assessments.

**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***

- Assigns and monitors workloads consistent with staff competence and skill;
- Guides Auditors on policy, procedure, laws, regulations, court decisions, precedents, accounting principles, auditing techniques, and other matters relating to technical and administrative aspects of the work;
- Reviews cases and reports for format, general sufficiency of audit/investigations conducted, adequate explanation of item changes or adjustments proposed;
- Verifies and ensures that assessments loaded to the Tax System for all tax types are accurate;
- Investigates outstanding tax liabilities of customers and recommend or deny the granting of Tax Compliance Certificates (TCC), advising customers of the requirements to acquire the TCC;
- Participates in interviews and conferences to resolve complex issues in audit cases;
- Compiles information and prepares combined report of all audits reviewed and objections received for the Assistant General Manager, Audit & Assessment;
- Meets with taxpayers and their representatives to resolve complex issues;
- Conducts technical workshops within the audit team;
- Prepares and submits reports.

### ***Human Resource Responsibilities***

- Develops and manages the team's HR plan that addresses staff requirements and succession planning and liaises with the AGM Audit and Assessment;
- Participates in the recruitment of staff for the team 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;
- Manages Leave Administration for staff as it relates to "Casual, Sick and Vacation Leave"
- 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 team and implements corrective measures.
- Performs other related duties assigned by the Assistant General Manager.

### **REQUIRED COMPETENCIES**

#### **(a) Specific Knowledge**

- Excellent knowledge of all the relevant tax laws, regulations and guidelines;
- Excellent knowledge of audit and the applicable auditing standards and techniques;
- Excellent knowledge of the FAA Act and other accounting principles, procedures and practices;
- Comprehensive knowledge of Tax Administration Jamaica operations, functions and Code of Conduct;
- Working knowledge of computer systems and the relevant applications.

#### **(b) Required Skills and Specialised Techniques**

- Excellent planning, organizing and negotiating skills;
- Excellent analytical, decision-making and problem-solving skills;
- Excellent time management and communication skills;
- Very good leadership skills.

**(c) Qualification and Experience**

- Bachelor's Degree in Accounting/Business Management / Financial Management or equivalent qualification;
- Postgraduate Diploma in Tax Audit and Revenue Administration (TARA);
- Four (4) years' work related experience.

**WORKING CONDITIONS**

- Normal office environment;
- Travel (50%).

***Audit Specialist (Level 7)*****JOB PURPOSE**

To conduct audits of national and multinational corporate conglomerates with high transaction complexities and sophisticated, computerized management and accounting information systems, whose annual income exceeds One Billion Dollars (\$1B); as well as to provide industry specific advice and guidance.

**KEY RESPONSIBILITY AREAS*****Technical and Professional Duties***

- Conducts extensive analyses and reviews for the auditing of highly complex and sensitive corporate conglomerates with highly complex computerized accounting systems, peculiar to each industry and whose annual income exceeds \$1B;
- Participates in developing, establishing and amending audit protocols;
- Participates in the development of the annual Audit Plan;
- Identifies significant audit issues/concerns in the course of complex audits and gather data to make referrals to other areas within Tax Administration as necessary;
- Identifies significant audit issues and participates in formulating and modifying segments of plans and procedures during the course of audits;
- Researches highly complex statutes administered by Tax Administration Jamaica, legal cases, departmental publications and policies as well as economic and industry specific information from sources outside the authority in order to arrive at conclusions;
- Participates in preparing risk management reports to identify significant erosion of tax base;
- Discusses proposed adjustments penalty recommendations and resolution of highly complex technical audit issues with taxpayers' representatives when needed;
- Provides technical advice and direction to the more inexperienced team members in situations where the issues are complex and specific to the industries assigned;
- Drafts correspondence concerning proposed assessments/penalties involving highly complex and controversial tax related issues for the Assistant General Manager's approval and signature;
- Assists in the preparation of responses to challenges made by taxpayers and their representatives concerning highly complex legislation, policies and procedures, controversial problems, interpretation of contracts and legal agreements and their application to complex accounting transactions in relation to their assigned industries;
- Reviews spreadsheets, audit notes and analysis produced by audit laws to determine whether standard policy requirements and procedures are met;
- Attends meetings or works at the taxpayer's business location, or the taxpayer's appointed representative's location, to compile/gather financial information from taxpayer's records in relation to their assigned industries;
- Attends tax hearings and gives testimony regarding work performed and the basis of the LTO's decision;
- Demonstrates continuous effort to improve operations, decrease turnaround times, streamline work processes and work cooperatively and jointly to provide quality seamless customer service in relation to their assigned industries;

- Prepares position papers and briefs on highly complex and controversial issues for the assigned industries;
- Assists the LTO Managers in preparing submissions and briefs on complex problems and issues and in providing information to promote public awareness and understanding of Tax Administration's programmes and policies;
- Performs other related duties as assigned by the Assistant General Manager, Audit Corporate, LTO.

### **REQUIRED COMPETENCIES**

#### **(a) Specific Knowledge**

- Expert knowledge of national and international auditing standards and techniques;
- Comprehensive knowledge of accounting principles, procedures and practices;
- Comprehensive knowledge of local and multinational tax laws, regulations;
- Comprehensive knowledge of TAJ's operation and functions;
- Sound knowledge of standard business operational and commercial practices (both local and international);
- In-depth knowledge of tax avoidance practices, transfer pricing, thin capitalization, and international tax issues;
- Sound knowledge of computer systems and the relevant applications.

#### **(b) Required Skills and Specialized Techniques**

- Excellent analytical, planning, organizing and negotiating skills;
- Excellent decision-making and problem-solving skills;
- Excellent communication and interpersonal skills;
- Excellent time management skills.

#### **(c) Qualification and Experience**

- BSc Degree in Accounting, Finance, Business Administration, ACCA Level III or a related field;
- Post Graduate Diploma in Tax Audit and Revenue Administration; (TARA)
- Five (5) years' work related experience with three years at a managerial level.

### **WORKING CONDITIONS**

- Typical office environment;
- Significant field work;
- Exposure to dust, dirt and inclement weather conditions.
- Travel (50%).

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### ***Technical Support Officer (Level 7)***

#### **JOB PURPOSE**

To provide technical support to the Assistant General Manager, Pensions, Charities and Other Statutory Exemptions in coordinating activities such as the processing of applications of a complex nature; conduct special assignments and research.

## **KEY RESPONSIBILITY AREAS**

### ***Technical and Professional Duties***

- Provides technical support in coordinating the various functions within the Pensions, Charities and Other Statutory Exemptions Section and in finding pertinent solution(s) to solve problems in accordance with Section 12 of the Income Tax Act;
- Identifies and reports on significant developments, problems, trends and management issues and initiatives of importance to the strategic objectives of the Section;
- Recommends new systems, procedures, audit assessment techniques for improving the overall quality of the core functions of the Section;
- Conducts special assignments and research as determined by the Assistant General Manager to ensure that the most efficient and effective strategies are utilized in carrying out the Section's core functions and associated programmes;
- Interfaces with The Financial Services Commission to discuss issues that impact both the FSC and TAJ;
- Participates in interviews and conferences to resolve complex issues in audit cases;
- Meets with taxpayers and their representatives to resolve issues;
- Reviews special/complex cases as requested and reports on the general quality of audits conducted;
- Contributes to staff training policies, procedures, laws, regulations, court decisions, precedents, accounting principles, auditing techniques, and other matters relating to the technical aspects of the work;
- Advises, consults and makes recommendations on reviews of complex Trust Deeds, Plan Rules and Articles of Incorporation or other constitutive documents for Superannuation Funds, Retirement Schemes, Charitable Organizations, and the Employee Share Ownership Plan to ensure they satisfy the requirements of the provisions of the various laws;
- Conducts research relating to breaches found in the operations of approved exempt organizations as a result of post audits;
- Monitors special audits or audit programmes at the request of the Assistant General Manager;
- Collaborates with the lawyers and other technical specialists for resolution of controversial and ambiguous legal and technical issues as well as any lacunae (gaps) in the Law;
- Deliberates with lawyers, accountants, sponsors of charitable organizations, pension funds Administrators on requests for interpretation of legal issues and recommendations for amendment of their constitutive documents and such other related issues;
- Prepares analytical reports on the outputs indicated on the reports from the unit;
- Designs and executes public education programmes in relation to changes in the legal provisions and procedures;
- Assists in the formulation of policies and Tax Laws in relation to Pensions, Trust Deeds, Employee Share Ownership, etc.;
- Assists in the planning process by providing advice/information to the Assistant General Manager, Pensions, Charities and Other Statutory Exemptions;
- Performs other related duties assigned by the Assistant General Manager, Pensions, Charities and Other Statutory Exemptions.

## **REQUIRED COMPETENCIES**

### **a) Specific Knowledge**

- Excellent knowledge of the Income Tax Act;
- Excellent knowledge of the Employee Share Ownership Act;
- Excellent knowledge of Trust and Pensions Acts;
- Good knowledge of the Companies ACT.
- Good knowledge of the general Tax Laws and regulations;
- Working knowledge of computer systems and the relevant applications.

**b) Required Skills and Specialised 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;
- Excellent public speaking and presentation skills;
- Excellent audit skill;
- Very good time management skill.

**c) Qualification and Experiences**

- Master's Degree in Accounting or ACCA Level 3 or the equivalent professional qualifications.
- Postgraduate Diploma in Tax Audit and Revenue Administration (TARA);
- Experience in Paralegal services;
- Five (5) years' related experience with at least two (2) years in a senior management position.

**WORKING CONDITIONS**

- Normal office environment.
- Travel (20% to 25%).

***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**

##### **(a) 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.

##### **(b) Required Skills and Specialized Techniques**

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

- Very good leadership skills.

(c) **Qualification and Experience**

- Bachelor's Degree in Business Administration/ Management Studies, or equivalent qualification;
- Postgraduate 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%)

*Client Relationship Manager (Level 6)*

**JOB PURPOSE**

To establish and maintain solid customer relationship by providing personalized service for the assigned large corporate clients within specified business sectors whose income exceeds One Billion Dollars (\$1B); while acting as a single point of contact between the clients and Tax Administration.

**KEY RESPONSIBILITY AREAS**

*Technical and Professional Duties*

- Conducts research in order to gain intimate knowledge about the nature, characteristics, operations and peculiarities of business sectors including clients' point of view so as to serve them effectively;
- Consults with industry specialists to ensure proper understanding of the context in which highly complex and sensitive corporations operate; identifies the issues that need to be addressed and brings significant issues to the attention of industry specialists;
- Prepares and conducts/facilitates presentations, seminars and workshops to inform and educate clients on the laws, regulations and procedures for effectively complying with tax laws and clients' obligations;
- Anticipates and makes recommendations to address clients' needs;
- Communicates with clients to provide relevant information and get feedback on their needs;
- Responds in a timely manner to all client requests and complaints;
- Provides excellent customer service with a positive attitude to every client, on every occasion;
- Manages the tax accounts of assigned clients by:
  - ensuring that accounts are reconciled, updated and accurate;
  - providing status of account information;
  - facilitating the use of electronic transactions and bank payment facilities by clients.
- Serves as liaison between the client and Tax Administration by:
  - managing the interface between the client and Tax Administration to eliminate conflicts and misunderstandings;
  - establishing and maintaining protocols for relationship between Tax Administration and the client;
  - facilitating the flow of documents/cheques between Tax Administration and client;
  - dealing with TCC, zero rating, and property tax issues.
- Tracks, maintains and analyzes all statistical data related to assigned clients;

- Contributes to the presentation of briefs and position papers on highly complex and controversial issues and participates in public information sessions and industrial and professional seminars to promote public awareness and understanding of Tax Administration programmes and policies;
- Attends and participates in core team meetings of the various sectors;
- Participates in client meetings on an “as needed basis”;
- Performs other related duties assigned by the Assistant General Manager, Client Relationship.

### **REQUIRED COMPETENCIES**

#### **(a) Specific Knowledge**

- Sound knowledge of tax laws, regulations and administration policies;
- Thorough knowledge and experience in one or more of the principal Tax Administration functions of auditing, collections and debt management as well as taxpayer education and taxpayer services;
- Sound knowledge of standard business operation and commercial practices (both local and international);
- Good knowledge of computer systems and the relevant applications.

#### **(b) Required Skills and Specialized Techniques**

- Excellent decision-making and problem-solving skills;
- Excellent time management skill;
- Excellent communications and interpersonal skills;
- Strong analytical, planning and organizing skills;
- Good negotiation skills.

#### **(c) Qualification and Experience**

- BSc Degree in Business Administration or equivalent professional qualification;
- Certificate in Customer Service;
- Four (4) years’ related work experience.

### **WORKING CONDITIONS**

- Normal office environment;
- Travel (40% - 50%).

### ***Senior Tax Auditor (Level 6)-LTO***

### **JOB PURPOSE**

To conduct audits of complex corporate conglomerates whose annual income exceeds One Billion Dollars (\$1B) including national and international entities with abusive transfer pricing and thin capitalization strategies, transaction complexities and sophisticated and computerized management and accounting information systems.

The incumbent is also required to contribute to the transfer of knowledge/skill to other members of staff.

### **KEY RESPONSIBILITY AREAS**

#### ***Technical and Professional Duties***

- Conducts technical and highly complex audits in accordance with accounting principles and auditing procedures;



- Analyzes and evaluates accounting and auditing problems and develop and recommend effective auditing procedures and programmes;
- Participates in developing and establishing audit protocols;
- Researches and examines relevant source documents internal and external to TAJ to arrive at audit conclusions on highly complex issues;
- Participates in preparing risk management reports to identify significant erosion of tax base;
- Discusses proposed adjustments penalty recommendations and resolution of technical and significant audit issues with taxpayers/representatives;
- Undertakes pre-contract analysis on business returns and plans the audit;
- Observes, compares and reviews financial records at the taxpayer's/representative's business location to determine taxpayer compliance with tax laws and tax liability;
- Assesses cases for potential compliance issues and audit risks;
- Compiles spreadsheets, organizes detailed financial data, prepares audit notes and conducts analyses based on established standards;
- Makes recommendation to improve the effectiveness and efficiency of relevant work processes and enhance customer service;
- Follows and documents the audit trail in accordance with standards;
- Attends tax hearings, prepares statements and give testimony regarding work performed;
- Responds to enquiries regarding tax laws;
- Prepares working papers, and audit reports in accordance with standards;
- Communicates audit findings and tax information to taxpayers, including interpretations made of tax laws, regulations and rulings;
- Advises taxpayers of all rights and obligations and attempts to secure agreement of taxpayers to final settlement decision;
- Coaches and mentors team members in the performance of work assignments;
- Demonstrates continuous effort to improve operations, decrease turn-around times, streamline work processes, and work cooperatively and jointly to provide quality seamless customer service;
- Perform other related duties as assigned by the Audit Manager, LTO.

### **REQUIRED COMPETENCIES**

#### **a) Specific Knowledge**

- Comprehensive knowledge of auditing and applicable standards and techniques;
- Comprehensive knowledge of accounting principles, procedures and practices;
- Comprehensive knowledge of tax laws, regulations and tax administration policies;
- Sound knowledge of standard business operational and commercial practices (both local and international);
- In-depth knowledge of tax avoidance practices, and international tax issues;
- Sound knowledge of the relevant computer systems and applications.

#### **b) Required Skills and Specialized Techniques**

- Strong analytical, planning and organizing skills;

- Excellent decision-making and problem-solving skills;
- Excellent time management skills;
- Excellent communication skills;
- Excellent negotiation and persuasion skills.

**c) Qualification and Experience**

- BSc Degree in Accounting, Finance, Business Administration or related field;
- Three (3) years of progressive accounting and auditing experience;
- Postgraduate Diploma in Tax Audit and Revenue Administration (TARA).

**WORKING CONDITIONS**

- Typical office environment;
- Significant field work;
- Exposure to dust, dirt and inclement weather conditions;
- Travel (50% - 60%).

*Senior Tax Auditor (Level 6)-Kingston & St. Andrew RSC*

**JOB PURPOSE**

To conduct independent audits and investigations of highly complex and sensitive corporate entities and individuals, to determine liability for taxes administered by Tax Administration Jamaica as well as to provide guidance to and assist with the mentoring and coaching of less experienced officers and provide any required support to the Audit Manager.

**KEY RESPONSIBILITY AREAS**

*Technical and Professional Duties*

- Assesses cases for potential compliance issues and audit risks;
- Undertakes pre-contact analysis and plans the audit;
- Researches and examines relevant source documents and analyses information internal and external to TAJ to arrive at audit conclusions;
- Observes, compares and reviews financial records at the taxpayer's/representative's business location to determine taxpayers' compliance with tax laws and tax liability;
- Compiles spreadsheets, organizes detailed financial data, and audit notes analysed based on established standards;
- Prepares working papers and audit reports in accordance with standards;
- Prepares and presents/communicates audit findings, interpretations made of tax laws, regulations and rulings, proposed adjustments, penalty recommendations and resolution of technical and significant audit issues to taxpayers/representatives and attempts to secure taxpayers' agreements to final settlement decisions;
- Follows and documents the audit trail in accordance with standards;
- Conducts, analyses and reviews technical audits in accordance with accounting principles and auditing procedures;
- Analyzes and evaluates accounting and auditing problems and develops and recommends effective auditing procedures and programmes;
- Participates in developing and establishing audit protocols;
- Participates in preparing risk management reports to identify significant erosion of the tax base;
- Educate taxpayers on tax laws, TAJ's policies and procedures and all rights and obligations;
- Makes recommendation to improve the effectiveness and efficiency of relevant work processes and enhance customer service;

- Attends tax hearings, prepares statements and gives testimony regarding work performed;
- Responds to enquires from taxpayers and/or their representatives regarding tax laws and TAJ's policies and procedures;
- Coaches and mentors team members in the performance of work assignments;
- Demonstrates continuous effort to improve operations, decrease turn-around times, streamline work processes, and works cooperatively and jointly to provide quality, seamless customer service;
- Performs other related duties assigned by the Audit Manager.

### **REQUIRED COMPETENCIES**

#### **a) Specific Knowledge**

- Comprehensive knowledge of local and international auditing and accounting techniques and standards;
- Comprehensive knowledge of accounting principles, procedures and practices;
- Comprehensive knowledge of the relevant tax laws, regulations and guidelines;
- Comprehensive knowledge of TAJ's operations, functions and Code of Conduct;
- Comprehensive knowledge of tax avoidance practices and international tax issues;
- Sound knowledge of standard business operating and commercial practices (both local and international);
- Sound knowledge of computer systems and the relevant applications.

#### **b) Required Skills and Specialized Techniques**

- Excellent analytical, decision-making and problem-solving skills;
- Excellent time management skill;
- Excellent communication and interpersonal skills;
- Excellent negotiating skill;
- Excellent planning and organizing skills.

#### **c) Qualification and Experience**

- Bachelor's Degree in Accounting, Finance, Business Administration or the equivalent qualification;
- Postgraduate Diploma in Tax Audit and Revenue Administration (TARA);
- Three (3) years' work related experience.

### **WORKING CONDITIONS**

- Normal office environment;
- Significant field work;
- Exposure to dust, dirt and inclement weather conditions;
- Travel (50% - 60%)

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### ***Senior Tax Auditor (Level 6) - Pensions Charities & Other Statutory Exemptions***

### **JOB PURPOSE**

To ensure compliance of companies/trustees with the requirements of the Income Tax and other relevant Acts in relation to the processing of applications for Income Tax exemption for Superannuation, Employee Share Ownership Plans (ESOP) and Exempt Organizations as well as to recommend policy changes to the various tax acts in relation to these entities and exemption.

## **KEY RESPONSIBILITY AREAS**

### ***Technical and Professional Duties***

- Reviews requests for exemption or continuation of exemption from specific organizations;
- Examines Trust Deeds and Plan Rules as well as Memorandum and Articles of Association submitted and conducts complex audits on Superannuation/Retirement Schemes, Employee Share Ownership Plans, Exempt Organizations and other entities to ensure they satisfy the requirements of the various laws and the Constituent documents;
- Prepares audit reports with recommendations based on the findings;
- Checks the compliant status of organizations in order to approve continued exemption;
- Discusses weaknesses and liaises with Trustees or Administrators with respect to recommendations for amendments to constitutive documents as the need arises or to clarify areas of law;
- Reviews the PAYE liabilities of organizations for compliance;
- Processes applications for the withdrawal of tax free payments for Retirement Schemes, on behalf of staff;
- Prepares and issues letters approving or not approving organizations/funds for exempt status under the various Acts;
- Applies legal clarification and interpretation of the various Acts impacting on exemptions with respect to the granting or withdrawal of approval;
- Conducts research relating to breaches found in operation after approval for exemption is given;
- Prepares and transmits withdrawal advisory to the General Manager of the Regional Tax Office under which the company/organization falls;
- Researches files and provides information to organizations, their representatives or individual taxpayers;
- Prepares Withholding Tax Exemption Certificates for : Unit Trusts (Section 12a), Credit Unions (Section 12:h), Approved Funds (12i), Schools and Government Organizations (Section 12b), Charitable Organizations (Section 12h), Retirement Schemes (Section 12j), Authorization to Withdraw Pension Payment Before Applying Tax (Section 13i,u);
- Performs any other related duties assigned by the Audit Manager.

## **REQUIRED COMPETENCIES**

### **(a) Specific Knowledge**

- Expert knowledge of the Income Tax Act, ESOP, RAA, Pension and all other relevant Acts and regulations
- Expert knowledge of auditing principles, techniques and procedures
- Comprehensive knowledge of the Companies Act and Trust Law
- Comprehensive knowledge of accounting principles, procedures and practices;
- Comprehensive knowledge of the operations and procedures of Tax Administration Jamaica;
- Very good knowledge of automated systems and the relevant applications.

### **(b) Required Skills and Specialized Techniques**

- Excellent decision making and problem solving skills;
- Excellent analytical, judgement, planning and organizing skills;
- Excellent communication, interpersonal and team skills;
- Excellent time management skill.

### **(c) Qualification and Experience**

- BSc. Degree in Accounting or ACCA Level 2 or other equivalent qualification;
- Postgraduate Diploma in Tax Audit and Revenue Administration (TARA).

- Five (5) years' experience in a related area.

### **Working Conditions**

- Normal office environment;
  - Field work (Travel) (40%-50%);
  - Irregular working hours;
  - Exposure to dust, dirt and inclement weather conditions.
- 

## *Quality Reviewer (Level 6)*

### **JOB PURPOSE**

To conduct reviews of Audits, Compliance, Customer Service and other technical operational activities to assess adherence to established operational standards, policies, procedures and laws. The incumbent will also identify areas for improvement and recommend strategies to improve the quality of performance.

### **KEY RESPONSIBILITY AREAS**

#### *Technical and Professional Duties*

- Examines and analyses information contained on files;
- Acts independently or as part of a team in conducting reviews on highly technical and complex cases;
- Researches relevant information from various sources;
- Monitors case inventory for the team;
- Makes recommendations for amendments to quality standards and tools;
- Recommends remedial strategies that will improve the quality of the operational processes;
- Scores cases reviewed using check sheets;
- Provides training intervention to operation's staff;
- Prepares and submits reports;
- Performs other related duties assigned.

### **REQUIRED COMPETENCIES**

#### **(a) Specific Knowledge**

- Excellent knowledge of all the relevant tax laws, regulations and guidelines;
- Excellent knowledge of audit, compliance and customer service activities and the applicable standards and techniques;
- Excellent knowledge of the Financial Audit and Administration (FAA) Act and accounting principles, procedures and practices;
- Excellent knowledge of Tax Administration Jamaica's operations, policies and procedures;
- Very good knowledge of the Government of Jamaica's Staff Orders and the Department's Code of Conduct;
- Working knowledge of computer systems and the relevant applications.

#### **(b) Required Skills and Specialized Techniques**

- Excellent planning, organizing and negotiating skills;
- Excellent decision-making, judgment, and analytical skills;
- Excellent communication, interpersonal and team building skills;
- Very good time management skills.

**(c) Qualification and Experience**

- Bachelor's Degree in Accounting/Business Management/ ACCA or equivalent qualification;
- Postgraduate Diploma in Tax Audit and Revenue Administration (TARA);
- Three (3) years' work related experience in the audit field.

**WORKING CONDITIONS**

- Normal office environment;
- Travel (35% - 40%).

***Senior Compliance Officer (Level 5)*****JOB PURPOSE**

To enforce and maintain the collection of outstanding revenue on assigned high priority cases, inclusive of accounts receivable for liabilities of all tax types, within the geographical area for which the Revenue Service Centre/Tax Office is responsible; ascertain ability of clients to pay, initiate and monitor payment arrangements; educate taxpayers on preparation of Tax Returns and facilitate the resolution of client enquiries relating to the collection, payments and non-filing of Returns.

**KEY RESPONSIBILITY AREAS*****Technical and Professional Duties***

- Interprets the various Acts, Regulations, policies and guidelines related to applicable programmes such as collection and enforcement of accounts receivable and filing requirements;
- Conducts interviews with taxpayers and/or their representatives to collect tax as due and initiate corrective action;
- Provides information to clients and/or their representatives to ensure that clients are fully aware of their rights and obligations;
- Utilizes information obtained from analysis of financial statements to assess the ability of client(s) to pay;
- Negotiates payment arrangements/settlements with delinquent taxpayers and monitors payments to ensure deadlines are met;
- Secures full payments or report accounts arrangement not collected, where appropriate;
- Recommends and executes enforcement actions when taxpayers neglect or refuse to satisfy liabilities;
- Prepares and/or issues demand notices, summonses, levy writs and judgment orders;
- Produces the necessary documentary evidence to be used in court cases to support the Government's position;
- Testifies as expert witness for the Government, attends Court and gives evidence in criminal prosecution resulting from failure to comply with revenue laws and requirements;
- Maintains system to assist clients with respect to their obligations under the revenue relevant laws;
- Promotes voluntary compliance with the relevant revenue laws;
- Collects and accounts for revenues collected;
- Negotiates with clients and/or their representatives to ensure departmental decisions are fair and consistent;
- Analyses and makes recommendation for complex cases referred by the Manager;
- Meets with taxpayers and/or their representatives to discuss collections policy and legal action taken or contemplated to enforce payment of overdue balance;
- Investigates claims of inability to pay taxes by researching Court information for the status of liens, mortgages, financial statements or by locating assets through third parties;
- Maintains effective working relations with external and internal stakeholders, ensuring that the Section provides a consistently high level of service;

- Performs other duties assigned by the Manager, Compliance.

### **REQUIRED COMPETENCIES**

#### **(a) Specific Knowledge**

- Excellent knowledge of the relevant tax laws and regulations;
- Excellent knowledge of the FAA Act and Regulations;
- Very good knowledge of the Department's operations and functions;
- Good knowledge of enforcement activities;
- Sound knowledge of relevant computer applications.

#### **(b) Required Skills and Specialized Techniques**

- Excellent time management skills;
- Good analytical, planning and organizing skills;
- Good judgment, decision-making and problem-solving skills;
- Good negotiating skill;
- Good communication skills;
- Good interpersonal and customer service skills.

#### **(c) Qualification and Experience**

- BSc. Degree in Accounting or ACCA Level II or Business Administration or the equivalent professional qualification;
- Three (3) years related work experience.

### **WORKING CONDITIONS**

- Normal office environment;
- High level of risk in dealing with hostile taxpayers;
- Irregular working hours at times;
- Numerous critical deadlines;
- Exposure to dust, dirt and inclement weather conditions;
- Travel (50% -60%).

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### *Senior Taxpayer Service Officer (Level 5)*

#### **JOB PURPOSE**

To manage customer service transactions and the activities of the Taxpayer Service Officers and Taxpayer Service Assistants as well as to respond to general queries whilst promoting a positive image of Tax Administration Jamaica through efficient customer service.

#### **KEY RESPONSIBILITY AREAS**

##### ***Management and Administrative Duties:***

- Provides leadership, support and guidance to the staff to ensure the Unit is effectively managed;
- Prepares and implements Work Plan for the Unit;
- Manages and monitors the performance of the Unit;
- Prepares and submits the monthly Performance Reports;

- Enforces the 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;
- Develops and maintains effective working relations with external and internal stakeholders, ensuring that the Team provides a consistently high level of service.

***Technical and Professional Duties:***

- Checks application forms with the supporting documents for the relevant motor vehicle transaction types such as, new motor vehicle, transfer of motor vehicle ownership, substitute motor vehicle title and registration plates;
- Verifies if the information presented on the motor vehicle documents correspond with that on the Automated Motor Vehicle System (AMVS);
- Stamps and signs all relevant documents;
- Approves drivers licence transactions;
- Approves applications for Tax Compliance Certificate (TCC) and updates the system with new information;
- Approves application for the Registration of General Consumption Tax and submits to Document Production Unit for printing;
- Approves zero rated documents according to the GCT acts and regulations;
- Verifies and approves applications for Taxpayer Registration Number (TRN);
- Assigns the generated number and updates the TRN system;
- Provides taxpayers with relevant and accurate information in accordance with the various tax legislations.
- Participates in the delivery of the Taxpayer Education programs;
- Assists taxpayers in completing all types of tax returns, applications for TRN, GCT Registration forms, and other tax-related forms and documents;
- Responds to taxpayers' queries as required;
- Approves Certificates of Payment for Property;
- Conducts customer satisfaction surveys;
- Assists in the management of the banking hall;
- Assists in the management of customer complaint management system;
- Prepares and submits reports.

***Human Resource Management Duties:***

- Manages the Unit's HR plan that addresses staff requirements and succession planning and liaises with the Manager, Taxpayer Service.
- Conducts periodical reviews of supervisees in accordance with the Work Plan;
- Completes final performance assessments and recommends appropriate training and development programmes;
- Initiates and participates in disciplinary proceedings relating to staff members within the Unit and implements corrective measures;
- Performs any other related duties as assigned by the Manager, Taxpayer Services

**REQUIRED COMPETENCIES**

**a) Specific Knowledge**

- Comprehensive knowledge of the Automated Motor Vehicle System (AMVS) and the Integrated Tax Administration System (ITAS);



- Comprehensive knowledge of the Tax Compliance Certificate system;
- Working knowledge of Tax Administration Jamaica operations and functions;
- Knowledge of all the relevant tax laws, regulations and guidelines.

**b) Required Skills and Specialized Techniques**

- Excellent customer service skills;
- Excellent communication and interpersonal skills;
- Very good analytical and time management skills.

**c) Qualification and Experience**

- Bachelor's Degree in Business Administration or equivalent;
- Three (3) years related work experience.

## **WORKING CONDITIONS**

- Normal office environment;
- Irregular working hours at times.

### *Senior Taxpayer Accounts Officer (Level 5)*

#### **JOB PURPOSE**

To adjust and correct taxpayers' accounts when irregularities and discrepancies are identified from Collections and Compliance as well as to correct failed transactions and failed returns of information captured by the cashiers.

#### **KEY RESPONSIBILITY AREAS**

##### *Technical and Professional Duties*

- Initiates checks to ensure that all transactions and other input documentation affecting the status of taxpayers' accounts have been keyed and accepted by the system, ensuring the availability of current information;
- Monitors and corrects errors compiled on the Correction Data Sheet by Compliance, Taxpayer Service and Tax Collections;
- Monitors the taxpayers' ledger accounts to ensure that adjustments are timely and accurate;
- Verifies fail pool transactions by examining nature of failure and executes corrective actions;
- Makes adjustments to taxpayers' accounts in the ledgers;
- Checks Returns to ensure they are correctly filed and batches them;
- Records batches to be transmitted to the Decentralized Data Capture Facility (DDCF);
- Maintains refund ledgers;
- Assists with Taxpayer Service functions e.g. the registration and transfer of motor vehicles and the processing and issuing of motor vehicle titles;
- Makes corrections to the Property Tax System;
- Prepares accurate, comprehensive reports and submits to the relevant managers;
- Assists the Collection Officers with queries in relation to Tax Returns;
- Performs other related duties assigned by the Manager Taxpayer Accounts and Collection.

#### **REQUIRED COMPETENCIES**

**a) Specific Knowledge**

- Comprehensive knowledge of all the relevant tax laws, regulations and guidelines;

- Good knowledge of Tax Administration Jamaica's operations, functions and Code of Conduct;
- Working knowledge of computer systems and the relevant applications.

**b) Required Skills and Specialized Techniques**

- Excellent decision-making, organizing, judgment, and analytical skills;
- Excellent communication and interpersonal skills;
- Very good time management skills.

**c) Qualification and Experience**

- Bachelor's Degree in Accounting, Business Administration or equivalent qualifications;
- At least three (3) years' experience in a related position.

**WORKING CONDITIONS**

- Normal office environment.

*Senior Assessor (Level 5)*

**JOB PURPOSE**

To coordinate and direct a team of Assessors in reviewing, analyzing, evaluating and assessing legal and commercial documents, transfer tax liability of Estate cases to determine and facilitate the payment of the relevant taxes and duties for legalization of the documents as well as approving refunds, lost documents certification and the application of exemptions/waivers.

**KEY RESPONSIBILITY AREAS**

*Management and Administrative Duties*

- Provides leadership, support and guidance to the Assessors and assists with their initial training to ensure efficiency and effectiveness of the Unit;
- Participates in the development of the Operational Work Plans with the supporting budget for the Unit, ensuring that all the relevant activities to be under taken 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 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, 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:*

- Determine and verify the eligibility to Stamp Duty, Transfer Tax, penalties and interest by;
  - ✓ Examining complex legal and commercial instruments;
  - ✓ Conducting research of the Stamp Duty, Transfer Tax, Registration of Titles Acts and other relevant legislation and documents including legal opinions, gazettes, circulars and Developers' Rebate Listings;
  - ✓ Verifying Tax Relief Notices for authenticity;
  - ✓ Examining Declarations of Trust and Declarations under the Property Right of Spouses Act for sufficiency;
  - ✓ Examining previously registered mortgages, cross referencing with the relevant titles, application letters and new mortgages submitted to determine the instruments' qualification for special rates under the special provision for mortgage refinancing;

- ✓ Conducting in person/on the phone interviews with customers, attorneys or other representatives with respect to problems/enquiries regarding assessments;
- ✓ Preparing correspondence to taxpayer providing information and or requesting additional or clarification of information;
- ✓ Issuing correspondence to taxpayer providing information and or requesting additional information or clarification;
- Examines Real Estate Board's and/or Parish Councils' Developers' Approval Letter to determine if a Developer qualifies for Developers' Rebate for each scheme in question;
- Calculates and verifies the duties chargeable in accordance with the Stamp Duty and Transfer Tax Act and other related laws;
- Signs Transfer Tax Certificates, Form 8 and other relevant documents;
- Imposes penalties and/ or interest for late submission of instruments when necessary;
- Denotes all the relevant supporting documents submitted for approval by Assessors, such as Application to Note Death, Transmission Application, Assent Transfers, Exemptions, and Waivers;
- Checks the information entered on the Revenue Administration Information System (RAiS) against that on the appraised instruments and generates Notices of Assessment;
- Refers Instruments to the Customer Service Representative/Data Entry Clerk/ Assessors with instructions for updates/amendments to be made.
- Processes Share Transfer forms arising from Estate cases or from a sale or gift;
- Processes complex and special "secured to satisfaction" Estate cases;
- Processes applications for certification of lost documents by:
  - ✓ Checking stamped indemnity, new Instruments of Transfer of property, proof of payment of duties;
  - ✓ Checking third copy of Transfer Tax Certificate to ensure authenticity of that submitted by the taxpayer;
  - ✓ Endorsing the Consideration Page of document presented, the amount of stamp duty and transfer tax paid and the date of payment;
  - ✓ Signing and referring document for further signature or return to Assessor with instructions for updates/amendments to be made;
- Monitors files with outstanding payments and refers for compliance when necessary;
- Responds to general queries concerning inter vivos transactions/assessments posed by internal and external customers;
- Examines requests with the supporting documents for refunds, ensuring authenticity and completeness and that the reasons given for the refund are covered by the Act;
- Checks for the prior uploading of the documents to the SOIS and ensures the refund was not already done;
- Approves the payment requisition and updates the system to facilitate the refund;
- Performs other related duties assigned by the Manager Daily Assessment.

### ***Human Resource Management Duties***

- Develops and manages the Unit's HR plan that addresses staff requirements and succession planning and liaises with the Manager, Daily Assessment;
- 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;
- Prepares Key Result Areas (KRAs), 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****a) Specific Knowledge**

- Comprehensive knowledge of the Stamp Duty and Transfer Tax Acts and regulations;
- Comprehensive knowledge of documents submitted for assessment;
- Good knowledge of the functions and operation of Tax Administration Jamaica;
- Working knowledge of computer systems and the relevant applications.

**b) Required Skills and Specialized Techniques**

- Good analytical and judgment skills;
- Good time management skills;
- Good communication, interpersonal and team skills.

**c) Qualification and Experience**

- B.A. Degree in Business Administration or equivalent professional training;
- Certification in Paralegal studies;
- Three (3) years related work experience.

**WORKING CONDITIONS**

- Normal office environment;
- Travel (40%).

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***Intelligence Officer (Level 5)***

**JOB PURPOSE**

To gather, analyze and disseminate information on cases concerning actual and potential violators of the revenue laws with particular emphasis on criminal and civil violations in respect of Income Tax, General Consumption Tax (GCT), Special Consumption Tax, (SCT), Excise Duty and Stamp Duty and Transfer Tax (SD&TT).

**KEY RESPONSIBILITY AREAS*****Technical and Professional Duties***

- Identifies sources of information required;
- Develops relationships with informants to obtain information related to cases;
- Obtains and verifies evidence by interviewing and/ or observing suspects and witnesses or by analyzing records including law enforcement records, tax assessment and collection records, investigation records, for examination and detailed analysis;
- Collaborates with other officers and agencies to exchange information and coordinate activities;
- Obtains and executes search and arrest warrants as necessary;
- Conducts undercover assignments and maintains surveillance of persons and businesses as necessary;
- Collaborates with other authorities on activities such as surveillance, transcription and research;
- Compiles evidence to support allegations of breaches of specific revenue laws by recording evidence and documents using Court approved technology;
- Develops case files on suspects by compiling information from examination and analyses of documents and records;
- Prepares objective tactical intelligence reports that detail findings;
- Testifies before the Court or Appeal Tribunal as an expert witness for the

Government;

- Collaborates with the prosecuting Attorneys in the preparation of cases for trial as necessary;
- Assists the prosecuting Attorneys in the preparation of cases for trials;
- Maintains an up-to-date working knowledge of criminal and civil laws, legal requirements, criminal investigation procedures, criminal prosecution and court procedures;
- Performs other related duties assigned by the Manager, Intelligence.

### **REQUIRED COMPETENCIES**

#### **(a) Specific Knowledge**

- Excellent knowledge of all the relevant tax laws, regulations and guidelines;
- Excellent knowledge of the intelligence processes and gathering techniques;
- Excellent knowledge of Tax Administration Jamaica operations and functions;
- Working knowledge of business, commercial and trade laws;
- Working knowledge of computer systems and the relevant applications.

#### **(b) Required Skills and Specialized Techniques**

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

#### **(c) Qualification and Experience**

- BSc Degree in Accounting, Financial Management, Business Administration or the equivalent qualifications;
- Certificate in surveillance techniques;
- Three (3) years related work experience.

### **WORKING CONDITIONS**

- Normal office environment;
- Irregular working hours at times;
- High levels of security risks involved;
- Travel (50%).

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### *Special Enforcement Officer (Level 5)*

### **JOB PURPOSE**

To investigate, analyze, execute and enforce the tax collection laws with respect to chronic delinquent tax liabilities, complex collection cases and dishonoured cheques referred to the Special Enforcement Team from the Large Taxpayer Office, Revenue Service Centres and Revenue Accounts.

### **KEY RESPONSIBILITY AREAS**

#### ***Technical and Professional Duties:***

- Conducts interviews with taxpayers and/or their representatives to collect tax as due and initiate corrective action;

- Utilizes information obtained from analysis of financial statements and other financial material to assess the ability of delinquent taxpayers to pay;
- Negotiates payment arrangement/settlements with delinquent taxpayers and monitors payments to ensure deadlines are met;
- Collects payments for dishonoured cheques by:
  - ✓ Verifying information on relevant system
  - ✓ Making contact with taxpayer for repayment of taxes
  - ✓ Enforcing recovery strategies for tax recovery
- Conducts meetings with the responsible officer at the tax office to determine the scope, time and resources needed to execute a collection program;
- Secures and coordinates all the key stakeholders required for the collection program;
- Submits a draft budget to the Team Leader for the monetary support needed for the program;
- Designs and submits the collection program to the Team Leader and executes after approval;
- Evaluates, informs and manages the benefits from the collection program;
- Conducts analytical review of business module, procedures and financial records to ascertain if business is a going concern;
- Prepares written off report;
- Conducts a cash flow analysis of future net inflows of the taxpayer to be able to design a debt reconstruction schedule;
- Conducts quarterly review under debt reconstruction schedule to ascertain if portion of debt write-off is collectable;
- Assists Compliance Officers in serving summonses particularly when there is difficulty in locating the taxpayer;
- Provides intelligence and reconnaissance support to Compliance Officers or any other authorized group within TAJ;
- Investigates the feasibility of third parties' sources to which garnishment may be used to effect collection of the tax debt;
- Investigates and identifies appropriate items owned by delinquent taxpayers to which administrative levy may be used to effect collection of the tax debt;
- Investigates properties owned by delinquent taxpayers (whether real or personal) which a registered lien may be used to effect collection of the tax debt;
- Investigates the travel pattern of a delinquent taxpayer who owes Income Tax and assesses if a stop order would be an appropriate tool to effect collection of tax debt;
- Prepares and submits a report identifying the appropriate enforcement tool to effect collection of the tax debt and the risk associated;
- Coordinates and executes the approved action from the Team Leader;
- Prepares and serves demand notice in pursuant of liabilities with a stipulated period and ensure that the time is adhered to;
- Interprets the various Acts, Regulations, policies and guidelines related to applicable programmes such as collection and enforcement of accounts receivable and filing requirements;
- Produces the necessary documentary evidence to be used in court cases to support the Government's position;
- Promotes voluntary compliance with the relevant revenue laws;
- Develops relationship with informants to obtain information related to cases;
- Collaborates with other authorities on activities such as surveillance and research;
- Exercises responsibilities for the custody of funds collected and ensures that there is no loss to the Government;
- Conducts surveillance whether overtly or covertly to secure intelligence surrounding targeted taxpayer;
- Attends Liquidation Meetings and presents Statement of tax liability;
- Maintains records of all cases assigned;

- Testifies as expert witness for the Government, attends court and gives evidence to comply with revenue laws and requirements;
- Performs other related duties assigned by the team leader.

### **REQUIRED COMPETENCIES**

#### **(a) Specific Knowledge**

- Excellent knowledge of all the relevant tax laws, regulations, tax treaties 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;
- Working knowledge of Company Act 2004, Credit Reporting Act, Security Interest in Personal Property Act, Registration of Titles Act, and Record Office Act
- Working knowledge of the Jamaica Constabulary Force's procedure surrounding an arrest
- Working knowledge of computer systems and the relevant applications.

#### **(b) Required Skills and Specialized Techniques**

- Excellent decision-making, planning and organizing skills;
- Excellent judgment, and analytical skills;
- Excellent communication, interpersonal and time management skills;
- Excellent negotiating and/or advocacy skills;
- Excellent interviewing and interrogation skills.

#### **(c) Qualification and Experience**

- BSc Degree in Accounting, Business Administration or the equivalent qualifications;
- Three (3) years related work experience.

### **WORKING CONDITIONS**

- High levels of security risks;
- Exposure to high level of physical risk when executing enforcement action such as administrative levy;
- Duties may be conducted during inclement weather;
- Irregular working hours (inclusive of weekends);
- Physical exertion and execution;
- Travel (70%).

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### *Special Investigator Officer (Level 5)*

#### **JOB PURPOSE**

To detect and investigate cases involving revenue law infractions with particular emphasis on criminal and civil violations primarily in respect of Income Tax, General Consumption Tax (GCT), Excise Duty, Special Consumption Tax (SCT) and Stamp Duty and Transfer Tax as well as raising assessments and preparing cases for prosecution.

#### **KEY RESPONSIBILITY AREAS**

##### *Technical and Professional Duties:*

- Acts independently or as part of a team in conducting investigations of cases involving revenue laws infraction;

- Identifies and utilizes appropriate investigative techniques and technologies to achieve maximum efficiency and effectiveness by:
  - ✓ assessing the risk associated with the case and adopt appropriate investigative techniques to mitigate against the risks;
  - ✓ obtaining and evaluating information on criminal and civil violations;
  - ✓ conducting interviews and interrogations and taking witness and caution statements;
  - ✓ identifying, exploring and exploiting leads; collecting documentary evidence for assessment from taxpayers and third parties;
  - ✓ collecting documentary evidence for prosecution cases and preparing case briefs;
  - ✓ analyzing and interpreting available evidence for assessment of duties and taxes.
- Verifies evidence by checking and cross checking information and by conducting interviews with taxpayers, their legal and/ or accounting representatives and witnesses within the scope of the investigation;
- Maintains a record of each investigation and prepares clear and comprehensive reports to cover findings/evidence, conclusions and recommendations for review by the Manager, Special Investigations;
- Maintains an up-to -date working knowledge of criminal and civil laws, legal requirements, criminal investigation practices, criminal prosecution and court procedures;
- Initiates and maintains contact with police, other external and law enforcement agencies and prosecuting Counsels where appropriate;
- Assists the police in the search of premises and questioning of suspects at police station when it is required and duly authorized;
- Performs any combination of the following in the execution of duties:
  - ✓ Examining books, records and documents provided by the taxpayer and/or representative;
  - ✓ Reconstructing books and records from incomplete data by utilizing third party contact, computations and analysis;
  - ✓ Interviewing appropriate witnesses;
  - ✓ Assisting the prosecutor in the preparation of cases for trial;
  - ✓ Preparing letters, affidavit, memoranda and investigative reports;
  - ✓ Raising tax assessments and imposing penalty and interest;
  - ✓ Assessing security risks in execution of warrants;
  - ✓ Obtaining and executing search warrants;
  - ✓ Providing information and evidence to obtain and serve summons;
  - ✓ Educating taxpayers when necessary;
  - ✓ Testifying in court as an expert witness for the Government as well as in quasi-legal or administrative proceedings;
- Participates in intelligence gathering and case development activities which involve:
  - ✓ obtaining and evaluating information that indicates criminal tax evasion schemes and/or tax offences by individuals or groups involved in illegal or legal endeavors;
  - ✓ referring information and documentation gathered regarding suspected offences to the Manager, Special Investigations;
  - ✓ identifying informants and appropriate contacts, which are essential in obtaining leads and valuable information.

### **REQUIRED COMPETENCIES**

#### **a) Specific Knowledge**

- Excellent knowledge in the relevant tax laws and regulations;
- Excellent knowledge of the operations and functions of Tax Administration Jamaica;
- Excellent knowledge of investigative policies and techniques;
- Working knowledge of computer systems and relevant applications.



**b) Required Skills and Specialised Techniques**

- Excellent investigative and intelligence skills;
- Excellent analytical, planning and organising skills;
- Excellent interviewing skills;
- Excellent decision-making and problem solving skills;
- Excellent communication and interpersonal skills.

**c) Qualification and Experience**

- BSc in Accounting or Financial Management or Business Administration or equivalent qualification;
- Specialized training in investigation methodology would be an asset;
- Three (3) years' related experience.

**WORKING CONDITIONS**

- Normal office environment;
- Travel (60-70%);
- High risk situations;
- Occasional irregular unscheduled working hours.

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***Taxpayer Accounts Officer (Level 4)***

**JOB PURPOSE**

To maintain taxpayers' accounts, adjusting and correcting them from failed transactions or irregularities and discrepancies identified from Collections and Compliance Units.

**KEY RESPONSIBILITY AREAS*****Technical and Professional Duties***

- Collects taxpayers' Returns from the Collections Officers;
- Logs on to the system and checks for failed transactions;
- Retrieves Returns from batches collected and examines them to ascertain correct processing;
- Receives corrections to be made from the Compliance Unit;
- Logs into taxpayers' accounts and executes the necessary corrections on the system;
- Notifies taxpayers of errors and advises them of documentation to be submitted for the necessary corrective measures to be undertaken;
- Does all other corrections necessary to rectify the taxpayers' accounts;
- Records all account adjustments made daily;
- Performs any other related duties assigned by the Manager, Taxpayer Accounts.

**REQUIRED COMPETENCIES****a) Specific Knowledge**

- Working knowledge of the operations and functions of Tax Administration Jamaica;
- Working knowledge of the Department's Code of Conduct;
- Working knowledge of accounting principles and procedures;
- Working knowledge of the relevant tax laws;
- Working knowledge of computer systems and the relevant applications.

**b) Required Skills and Specialized Techniques**

- Excellent communication, interpersonal and team skills;
- Good use of initiative;
- Good time management skill.

**c) Qualification and Experience**

- BSc. Degree in Accounts or Management Studies or equivalent qualification;
- Two (2) years' related experience.

**WORKING CONDITIONS**

- Normal office environment.

***Compliance Officer (Level 4)*****JOB PURPOSE**

To execute and maintain the collection of outstanding revenue, on assigned, medium priority cases which include accounts receivable in respect of liabilities for all tax types within the geographical area for which the Tax Office is responsible.

**KEY RESPONSIBILITY AREA*****Technical and Professional Duties:***

- Processes and monitors assigned taxpayers' accounts for medium priority cases as well as all Property Tax and Local Government fees;
- Issues reminders/Form 13 or makes phone calls to taxpayers who are non-compliant;
- Conducts field visits and monitors compliance listing;
- Conducts interviews with taxpayers and/or representatives both inside and outside the office to collect taxes due, secure delinquent returns and initiates corrective actions;
- Organizes and monitors payment arrangements to ensure that payments are received as scheduled;
- Reconciles accounts based on payments made;
- Reviews and evaluates information obtained from various sources (i.e. Tax Returns, asset searches, departmental records) to determine what actions are available for debt resolution;
- Secures and analyzes financial information from taxpayers and third parties such as statements received on bankruptcies and receiverships and compares with internal information;
- Verifies assets, liabilities, sources of income and expenses reported;
- Secures full payment, arranges for instalment agreements or reports accounts currently not collectible;
- Recommends enforcement actions when taxpayers neglect or refuse to satisfy liabilities;
- Persuades, influences and motivates taxpayers to resolve existing delinquencies and comply with filing and payment requirements;
- Compiles asset information to assist in the collection of taxpayers' indebtedness;
- Negotiates contentious filing issues with taxpayer or registrant with a view to ensuring fairness in the application of the law;
- Recommends changes to improve policy or programmes to obtain better compliance from non-filing/non-registrant taxpayer;
- Interviews taxpayers to obtain and analyze information pertaining to the taxpayer's financial condition and explains delinquent tax liabilities;
- Provides business counsel to help the taxpayer choose a positive course of action to resolve current liabilities and prevent future delinquencies;
- Determines collection ability of accounts through financial analysis and asset evaluation;

- Produces the necessary documentary evidence for court cases and testifies as expert witness in criminal prosecutions to sustain the Government's position;
- Participates in periodic compliance surveys to identify unregistered taxpayers, unreported income and persuades unregistered taxpayers to become compliant;
- Investigates applications for relief, exemption and waivers of Property Tax and makes recommendations;
- Prepares warrant of distress for the court's signature if taxpayer defaults on judgement order;
- Identifies those accounts which require specialized knowledge and makes referrals for resolution;
- Accounts for the funds collected and ensures that there is no loss to the Government of Jamaica;
- Performs other related duties assigned by the Manager Compliance.

### **REQUIRED COMPETENCIES**

#### **(a) Specific Knowledge**

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

#### **(b) Required Skills and Specialised Techniques**

- Excellent judgement, and analytical skills;
- Excellent communication and team building skills;
- Excellent negotiating and persuasive skills;
- Excellent interpersonal skill;
- Very good time management skill;
- Proficient in the use of Microsoft Word, Excel.

#### **(c) Qualification and Experience**

- B.Sc. Degree in Business Administration or Accounting or the equivalent qualifications;
- Two (2) years' work related experience.

### **WORKING CONDITIONS**

- High level of risk in dealing with hostile taxpayers;
- Irregular working hours at times;
- Numerous critical deadlines;
- Exposure to dust, dirt and inclement weather conditions;
- Travel (50% - 60%).

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### *Collections Officer (Level 4)*

### **JOB PURPOSE**

To process tax related transactions with the attendant fees, collect, receipt and account for revenue paid within the Tax Office directly or by mail.

## **KEY RESPONSIBILITY AREAS**

### ***Technical and Professional Duties***

- Checks and signs for high valued stock received from the Stock Officer;
- Examines documents presented by taxpayers/customers for the various transaction types (such as motor vehicle registration and fitness fee, applications for motor vehicle titles, plates and Trade Licence Certificate etc.) ensuring completeness and authenticity of documentation;
- Advises taxpayer of and collects relevant amount to be paid for the specific transaction;
- Inputs Taxpayer Registration Number and/or other relevant information from the documentation to appropriate payment screen of the Integrated New Cash Remittance System(INCRS);
- Returns supporting documents to the taxpayer/customer;
- Stamps and signs receipt generated by the system and issues to the customer/taxpayer with the Motor Vehicle Registration Certificate (MVRC), sticker, plates and Trade Licence Certificate etc. where applicable;
- Checks Tax Returns (i.e. for PAYE, Education Tax and Income Tax etc. ) filed by taxpayers and keys relevant information to the INCRS,
- Endorses, stamps and signs Fact of Filing Receipt as well as general receipt generated by the system for any payment made and issues to the taxpayer;
- Processes Returns submitted via mail or the Drop/Deposit Box, ensuring where applicable that monies received (cash, cheques or money order) coincide with that recorded in the Value Book;
- Prepares relevant receipts and returns to Value Book Officer for transmission to taxpayer;
- Ensures payments of all Returns are credited to the appropriate Heads of Revenue;
- Prepares and issues Revenue Deposit Received to customers as change from cheques;
- Checks deposit accounts to verify accuracy of amounts presented on RDR to be used by tax/payers/customers;
- Prepares Refund Certificates;
- Checks and accounts for all cash, cheques, debit and credit card payments received;
- Disseminates information to customers;
- Secures and returns unused stock at the end of the work day;
- Batches credit and debit card receipts;
- Reconciles the revenue collected with that recorded on the system and the total for the receipts issued;
- Prepares lodgement slips and relevant documentation for deposit to HEART, NIS and TAJ's bank accounts;
- Performs other duties as assigned by the Collections Supervisor.

## **REQUIRED COMPETENCIES**

### **(a) Specific Knowledge**

- Good knowledge of the relevant tax laws and regulations;
- Comprehensive knowledge of Tax Administration policies and procedures;
- Comprehensive knowledge of ICTAS and INCRS;
- Good knowledge of the FAA Act and Regulations;
- Working knowledge of relevant computer applications.

### **(b) Required Skills and Specialized Techniques**

- Excellent time management skills;
- Excellent communication, interpersonal and team skills;
- Excellent customer relations skills;

- High level of integrity and ethics;

**(c) Qualification and Experience**

- BSc. Degree in Accounting, ACCA Level 2 or equivalent qualification;
- Training in Integrated Computerized Tax Administration System ( ICTAS) and Integrated Cash Remittance System ( INCRS);
- Two (2) years related work experience.

**WORKING CONDITIONS**

- Normal office environment;
- Extremely long working hours at times.

***Office Auditor (Level 4)***

**JOB PURPOSE**

To conduct desk audits of micro and small companies and individuals, to determine liability for taxes administered by Tax Administration Jamaica; process refunds requested by small companies, employees and self-employed individuals; process exemption requests and determine tax code for commissioned sales representatives.

**KEY RESPONSIBILITY AREAS**

***Technical and Professional Duties***

- Undertakes pre-contract analysis and plans the audit;
- Researches and examines relevant source documents and analyses information internal and external to TAJ to arrive at audit conclusions;
- Observes, compares and reviews financial records in office to determine taxpayers' compliance with tax laws and tax liability;
- Compiles spreadsheets, organizes detailed financial data and audit notes analysed based on established standards;
- Prepares working papers and audit reports in accordance with standards;
- Prepares and presents/communicates audit findings, interpretations made of tax laws, regulations and rulings proposed adjustments, penalty recommendations and resolution of technical and significant audit issues with taxpayers/representatives and attempts to secure taxpayers agreements of final settlement decisions
- Follows and documents the audit trail in accordance with standards;
- Processes Refund Claims;
- Processes Exemption Requests;
- Determines Tax Codes;
- Educates taxpayers on tax laws, TAJ's policies and procedures and all rights and obligations;
- Makes recommendation to improve the effectiveness and efficiency of relevant work processes and enhance customer service;
- Attends tax hearings, prepares statements and gives testimony regarding work performed;
- Responds to enquiries from taxpayers and/or their representatives regarding tax laws and TAJ's policies and procedures;
- Demonstrates continuous effort to improve operations, decrease turn-around times, streamline work processes, and works cooperatively and jointly to provide quality seamless customer service;
- Performs other related duties assigned by the Audit Manager.

## **REQUIRED COMPETENCIES**

### **(a) Specific Knowledge**

- Knowledge of local and international auditing and accounting techniques and standards;
- Knowledge of accounting principles, procedures and practices;
- Knowledge of the relevant tax laws, regulations and guidelines;
- Comprehensive knowledge of TAJ's operations and functions
- Knowledge of local business operation and commercial practices;
- Knowledge of tax avoidance practices,
- Sound knowledge of computer systems and the relevant applications.

### **(b) Required Skills and Specialized Techniques**

- Good analytical, decision-making and problem-solving skills;
- Good time management skills;
- Good communication and interpersonal skills;
- Good negotiating skills;
- Good planning and organizing skills.

### **(c) Qualification and Experience**

- BSc Degree in Accounting, Finance, Business Administration or the equivalent qualification;
- One (1) year work related experience.

## **WORKING CONDITIONS**

- Normal office environment.

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### *Valuer (Level 4)*

## **JOB PURPOSE**

To carry out appraisals on valuation cases, vet sales at arms-length, gather information for feasibility studies, research real estate and analyse sales data.

## **KEY RESPONSIBILITY AREAS**

### *Technical and Professional Duties:*

- Values properties under the Stamp Duty and Transfer Tax Act;
- Inspects properties and makes notes of physical features, peculiarities and characteristics;
- Interviews interested parties to sales transactions;
- Applies sales analysis data to arrive at market value for properties;
- Prepares and submits valuation reports;
- Vets arm-length sales to determine market value with regards to various transactions;
- Carries out site inspections and have discussions with Agents, Attorneys and land owners;
- Interviews parties to transaction Agents/Attorneys to deal with complaints or passes on to supervisor;
- Inspects and analyses sales evidence relevant to review valuations;
- Studies work order instructions and ensures adherence to work schedule;
- Liaises and consults with supervisors about field operation and problems encountered;

- Obtains subdivision plans, titles and other information on ownership and acreage of property;
- Submits completed valuation files to the Supervisor for approval;
- Collects data for feasibility studies, Real Estate Research and analysis;
- Analyses sales information to determine improved or unimproved sales data,
- Prepares value standards and submits report to the Manager;
- Performs other related duties assigned by the Manager.

### **REQUIRED COMPETENCIES**

#### **(a) Specific Knowledge**

- Expert knowledge in property appraisals;
- Very good knowledge of the Acts governing Stamp Duty and Transfer Tax;
- Working knowledge of the functions, operations and Code of Conduct of Tax Administration Jamaica;
- Working knowledge of computer systems and the relevant applications.

#### **(b) Required Skills and Specialized Techniques**

- Excellent time management skills;
- Good analytical, planning and organizing skills;
- Good judgment, decision making and problem solving skills;
- Good communication, interpersonal and team skills.

#### **(c) Qualification and Experience**

- B.Sc. in Land Economy and Valuation Surveying or equivalent;
- Diploma in Construction Technology/Construction Management /Agriculture;
- Two (2) years' work related experience.

### **WORKING CONDITIONS**

- Irregular working hours at times;
- Exposure to dust, dirt and inclement weather conditions;
- Adverse social conditions;
- Field work required (60%).

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### ***Taxpayer Service Officer (Level 4)***

#### **JOB PURPOSE**

To process customer service transactions (Motor Vehicle, Drivers' Licence, Taxpayer Registration Number, etc.); verifies and approves work done by the Taxpayer Service Assistant and respond to general queries.

#### **KEY RESPONSIBILITY AREAS**

##### ***Technical and Professional Duties:***

- Approves applications for the relevant motor vehicle transaction;
- Verifies that the information presented on the motor vehicle documents corresponds with that on the Automated Motor Vehicle System (AMVS) and approves the updated or new information to the system;
- Authorizes, stamps and signs all relevant documents;

- Verifies, confirms and approves applications for Tax Compliance Certificates (TCC);
- Approves applications for the Registration of General Consumption Tax;
- Approves and prints Taxpayer Registration Numbers (TRN)
- Provides taxpayers with relevant and accurate information in accordance with the various tax legislations;
- Participates in the delivery of the Taxpayer Education programmes;
- Assists taxpayers in completing and submitting relevant application and Tax Returns;
- Responds to taxpayers' queries;
- Prepares for approval, Certificate of Payment for various tax types;
- Processes documents presented for zero-rating for approval;
- Assists with the conduct of surveys;
- Prepares and submits reports;
- Prepares and issues Deferment Certificates to the Taxpayer;
- Approves the issuance of Trade Licence Certificates;
- Approves and prints Drivers Licences;
- Performs any other related duties as assigned by the Senior Taxpayer Service Officer.

### **REQUIRED COMPETENCIES**

#### **a) Specific Knowledge**

- Comprehensive knowledge of the Automated Motor Vehicle (AMVS) and the Integrated Computerized Tax Accounting (ICTAS) systems;
- Comprehensive knowledge of the Tax Compliance Certificate system;
- Working knowledge of Tax Administration Jamaica operations and functions;
- Working knowledge of computer systems and the relevant applications;
- Knowledge of all the relevant tax laws, regulations and guidelines.

#### **b) Required Skills and Specialized Techniques**

- Excellent customer service.
- Excellent communication, interpersonal and team skills;
- Good analytical skills.
- Very good time management skill.

#### **c) Qualifications and Experiences**

- Bachelor's Degree in Business Administration or the equivalent qualification;
- Three (3) years related experience.

### **WORKING CONDITIONS**

- Normal office environment;
- Irregular working hours at times.

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### ***Taxpayer Service Assistant (Level 3)***

### **JOB PURPOSE**

To process specified customer service transactions and respond to general queries.



## **KEY RESPONSIBILITY AREAS**

### ***Technical and Professional Duties:***

- Processes applications for the relevant motor vehicle and drivers' licences transactions;
- Scans signatures on driver's licence application forms, takes photograph of Taxpayer and generates Control number for drivers' licence to be printed;
- Verifies that the information presented on the motor vehicle documents corresponds with that on the Automated Motor Vehicle System (AMVS) and enters the updated or new information to the system;
- Stamps and signs all relevant documents;
- Confirms information entered into AMVS;
- Vets and processes Taxpayer Registration Number application and keys information into TRN system;
- Assigns TRN generated by system, updates existing taxpayer's information and issues TRN cards;
- Provides taxpayers with relevant and accurate information in accordance with the various tax legislations;
- Vets all applications for Trade Licences and keys information into RAiS;
- Verifies all new taxpayers' documents for relevance and accuracy, assesses existing taxpayers' accounts for updates and verifies documents for correctness for preparation of Tax Compliance Certificate (TCC);
- Checks taxpayers' documents for relevance and accuracy in processing their applications for GCT registration;
- Checks and calculates taxpayers' Property Tax obligations and prepares and issues certificate of payment of taxes upon request;
- Provides taxpayers with relevant and accurate information pertaining to processes within the tax offices;
- Verifies that all documents presented for zero rating are relevant and accurate;
- Prepares weekly reports for daily transactions processed;
- Performs other related duties as assigned by the Manager/Senior Officer.

## **REQUIRED COMPETENCIES**

### **a) Specific Knowledge**

- Comprehensive knowledge of the Automated Motor Vehicle (AMVS) and the Integrated Tax Accounting (ITAS) systems;
- Working knowledge of Tax Administration Jamaica operations, policies and procedures;
- Working knowledge of computer systems and relevant applications;
- Knowledge of all the relevant tax laws, regulations and guidelines.

### **b) Required Skills and Specialised Techniques**

- Excellent Customer Service and interpersonal skills;
- Excellent communication skills;
- Excellent team building skills;
- Very good time management skill.

### **c) Qualifications and Experiences**

- Associate Degree in Business Administration or equivalent;

- One (1) year working experience.

### **WORKING CONDITIONS**

- Normal office environment;
- Irregular working hours.

### ***Junior Compliance Officer (Level 3)***

### **JOB PURPOSE**

To execute and maintain the collection of outstanding revenue on assigned small cases which include accounts receivables in respect of liabilities for all tax types within the geographical area for which the Tax Office is responsible.

### **KEY RESPONSIBILITY AREA**

#### ***Technical and Professional Duties:***

- Processes and monitors assigned taxpayers' accounts for small cases as well as on Property Tax and Local Government fees;
- Issues reminders/Form 13 or makes phone calls to taxpayers who are non-compliant;
- Conducts field visits and monitors compliance listing;
- Conducts interviews with taxpayers and/or representatives both inside and outside the office to collect taxes due, secure delinquent Returns and initiate corrective actions;
- Organizes and monitors payment arrangements to ensure that payments are received as scheduled;
- Reconciles accounts based on payments made;
- Reviews and evaluates information obtained from various sources(i.e. Tax Returns, asset searches, departmental records) to determine what actions are available for debt resolution;
- Secures and analyzes financial information from taxpayers and third parties such as statements received on bankruptcies and receiverships and compares with internal information;
- Secures full payment, arranges for instalment agreements or reports accounts currently not collectible;
- Recommends enforcement actions when taxpayers neglect or refuse to satisfy liabilities;
- Persuades, influences and motivates taxpayers to resolve existing delinquencies and comply with filing and payment requirements;
- Compiles asset information to assist in the collection of taxpayers' indebtedness;
- Negotiates contentious filing issues with taxpayer or registrant with a view to ensuring fairness in the application of the law;
- Interviews taxpayers to obtain and analyze information pertaining to the taxpayer's financial condition and explains delinquent tax liabilities;
- Arranges for business counsel to help the taxpayer choose a positive course of action to resolve current liabilities and prevent future delinquencies;
- Determines collection ability of accounts through financial analysis and asset evaluation;
- Participates in periodic compliance surveys to identify unregistered taxpayers, unreported income and persuades unregistered taxpayers to become compliant;
- Identifies those accounts which require specialized knowledge and makes referrals to the Manager for resolution;
- Accounts for the funds collected and ensures that there is no loss to the Government of Jamaica;
- Performs other related duties assigned by the Manager, Compliance.

## **REQUIRED COMPETENCIES**

### **(a) Specific Knowledge**

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

### **(b) Required Skills and Specialised Techniques**

- Excellent judgement, and analytical skills;
- Excellent communication, interpersonal and team building skills;
- Excellent negotiating and persuading skills;
- Very good time management skills.

### **(c) Qualification and Experience**

- Associate Degree in Business Administration or Accounting or the equivalent qualification;
- One (1) year work related experience.

## **WORKING CONDITIONS**

- High level of risk in dealing with hostile taxpayers;
- Irregular working hours at times;
- Numerous critical deadlines;
- Exposure to dust, dirt and inclement weather conditions;
- Travel (35%-40%).

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### *Secretary (Level 2)*

## **JOB PURPOSE**

To provide secretarial and administrative support to facilitate the efficient operations of the Manager's office.

## **KEY RESPONSIBILITY AREAS**

### *Technical and Professional Duties*

- Stamps and logs all correspondence received for the Manager's Office;
- Types all letters, memoranda, and other related correspondence;
- Screens visitors and telephone calls for the Senior Manager, and assists with clients' request where possible;
- Responds to queries and makes contact with Taxpayer(s) where necessary;
- Co-ordinates activities for meetings, transcribes and prepares minutes of meetings;
- Schedules and confirms appointments for Senior Manager;
- Updates diary and reminds Senior Manager of appointments;
- Assists with the compilation of the budget;
- Updates the attendance register and prepares and submits the punctuality report
- Photocopies, scans, faxes and e-mails relevant documents;

- Establishes and maintains an appropriate filing system for the recording and easy retrieval of information;
- Updates staff leave cards and submits to HRM where necessary;
- Conducts research on behalf of the Senior Manager;
- Performs any other related duties assigned by the Senior Manager.

### **REQUIRED COMPETENCIES**

#### **(a) Specific Knowledge**

- Working knowledge of TAJ's functions and operations;
- Knowledge of TAJ's Code of Conduct;
- Working knowledge of computer systems and all the relevant applications.

#### **(b) Required Skills and Specialized Techniques**

- Excellent communication, interpersonal and team skills;
- Excellent planning and organizing skills;
- Excellent time management skills;
- Ability to take initiative.

#### **(c) Qualification and Experience**

- Certificate in Business Studies or the equivalent;
- Certificate in Administrative Management – Level 2 (CAM 2);
- Two (2) years' work related experience.

### **WORKING CONDITIONS**

- Normal office environment

## ***Technical Specialist (Level 8)***

### **JOB PURPOSE**

To provide technical advice on a variety of issues including the development of TAJ's positions and strategies in respect of technical issues arising from tax measures, tax policies or the administration of the tax laws; draft Practice Notes and Private Rulings in collaboration with TAJ attorneys; assist in the negotiation of international tax agreements and provide technical advice and support to TAJ staff on programmes/projects in respect of tax matters.

### **KEY RESPONSIBILITY AREAS**

#### ***Technical and Professional Duties:***

- Provides expertise in connection with the interpretation and application of technical aspects of statutes governing all tax types;
- Performs the role of technical advisor to TAJ;
- Conducts research and responds to queries from internal and external stakeholders;
- Makes recommendations for the determination of technical issues arising from Objections and other interactions with taxpayers;
- Assists Tax Policy Unit of the Ministry of Finance in the design and development of annual tax measures;
- Analyses and assesses the potential administrative impact of new tax legislation, policies and measures;

- Collaborates with TAJ attorneys on review of draft legislation;
- Prepares the approval for Technical Notes for the guidance of stakeholders in respect of the implementation of tax measures;
- Collaborates with TAJ attorneys to develop research based interpretations and administrative policies for the drafting of Practice Notes and Private Rulings;
- Prepares for approval, Circulars, Technical Bulletins, Advisories and other communication materials on legal and technical tax related issues;
- Drafts and maintains technical manuals and other publications as necessary;
- Assists in the development of model international tax agreements in preparation for negotiations;
- Provides assistance to various support and operational areas of TAJ through extended placements in Divisions/Branches/ Sections/Units in need of technical/institutional strengthening;
- Performs as advisor on technical issues relating to programmes in the respective functional areas;
- Determines and provides Programme Director of specific areas for programme development in accordance with TAJ's strategic objectives;
- Provides technical advice to the Operations Division with respect to the implementation of approved programmes/projects;
- Provides support in determining and recommending technical adjustments to programmes and projects based on the monitoring of results;
- Provides support to various operational areas of TAJ through targeted training and consultancy;
- Identifies weaknesses in TAJ's practices and procedures and recommends legislative or administrative solutions;
- Conducts research and special studies and makes recommendations to support the utilization of the most efficient and effective strategies in the implementation of programmes;
- Contributes to technical tax workshops for staff as well as taxpayer organizations and other stakeholders;
- Prepares and delivers presentations on tax related issues;
- Participates in tax related forums of various types;
- Makes recommendations for the development of new training programmes and assists in their development;
- Performs other related duties assigned by the Deputy Commissioner General, Legal Support.

### **REQUIRED COMPETENCIES**

#### **a) Specific Knowledge**

- Excellent knowledge of Jamaica's Tax Laws and regulations;
- Excellent knowledge of accounting principles, practices and procedures;
- Excellent knowledge of Tax Administration Jamaica's operations and functions;
- Comprehensive knowledge of commercial laws and practices;
- Knowledge of double taxation, international tax laws and practices;
- Sound knowledge of programme development and implementation;
- Working knowledge of Customs Laws and regulations;
- Working knowledge of computer systems and the relevant applications.

#### **b) Required Skills and Specialized Techniques**

- Excellent analytical, decision-making and problem-solving skills;
- Excellent communication and interpersonal skills;
- Good knowledge of training, presentation techniques and time management skills.

**c) Qualifications and Experiences**

- MSc. Degree in Accounting, ACCA Level 3 or the equivalent qualification;
- Post-graduate training in Accounting, Revenue Law or Tax Auditing;
- Training in International Taxation, Business Management or Financial Management would be an asset;
- Five (5) years' experience as an Audit Specialist or Senior Tax Administrator.

**WORKING CONDITIONS**

- Normal office environment;
- Irregular and extended working hours sometimes;
- Travel (25-30%).

***Database Administrator (Level 6)***

**JOB PURPOSE**

To plan, design, develop, install and monitor performance-tuned production databases, while ensuring high levels of data availability and integrity; assist with the development, implementation, and monitoring of database policies and procedures to ensure the security, integrity and availability of the databases and data as well as the accompanying software stored and used within TAJ; improve database capacity and performance within TAJ as well as plan, coordinate and collaborate security measures to safeguard the databases and data stored and used within TAJ.

**KEY RESPONSIBILITY AREAS**

***Professional and Technical Duties:***

- Plans and develops data flows for new or enhanced databases;
- Develops and implements strategy for data recovery and redundancy;
- Collaborates with Security Analysts in the development and implementation of data security strategies;
- Prepares database documentation, including data standards, procedures and definitions for the data dictionary ('metadata');
- Creates logical data models and translates into physical database structures that integrate with existing or new database structures;
- Monitors relational databases to optimize database performance, resource use, and physical implementations of databases;
- Addresses a variety of database integration issues including migration between disparate and legacy databases, maintenance/conversion, capacity planning issues, and new applications;
- Maintains development, test, and production Rational Database Management Systems (RBDMS) environments;
- Enrolls users and monitors and maintains database security in collaboration with the Security Analyst;
- Advises on troubleshooting, exception processing needs, and other data management issues;
- Works with the Technical Operations Unit in the installation and upgrading of the Databases and Database Server software;
- Allocates system storage and planning future storage requirements for the database system;
- Works with the Developers to design and create the Database Structure for new systems;
- Modifies the database structure of existing systems, as necessary;
- Ensures database software usage is in compliance with database vendor licence agreement;
- Controls and monitors user access to the database;
- Writes scripts to interrogate and retrieve data from the database;

- Monitors and optimizes the performance of the database;
- Maintains archived data;
- Monitors and manages database backups, logs, and journals, and restores and/or recovers data as required;
- Generates various reports by querying from database as needed;
- Conducts research on database technology trends;
- Conducts periodic audits to ensure conformance with standards;
- Develops training manuals and collaborates with the HRD Branch in conducting training for users;
- Prepares and submits reports;
- Performs other related duties assigned by the Manager, Data Management.

### **REQUIRED COMPETENCIES**

#### (a) *Specific Knowledge*

- Excellent knowledge of database theory;
- Excellent knowledge of database design;
- Excellent knowledge of Structured Query Language (SQL);
- General understanding of storage techniques, memory management, disk arrays, NAS/SAN, networking;
- Knowledge of Tax Administration Jamaica operations and functions.

#### (b) *Required Skills and Specialized Techniques*

- Excellent decision-making, planning and organizing skills;
- Excellent judgment, and analytical skills;
- Excellent communication, interpersonal and team building skills;
- Very good time management skill.

#### (c) *Qualification and Experience*

- BSc. Degree in Computer Science , Information Technology or the equivalent qualification;
- Three (3) years' experience in design, development, installation and maintenance of Database Solutions.

### **WORKING CONDITIONS**

- Normal office environment;
- Expected to be on call when issues arise with the system outside of working hours;
- Travel (30% ).

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### *Programmer Developer (Level 6)*

### **JOB PURPOSE**

To plan, develop, test, document and maintain computer programmes by applying knowledge of programming techniques and computer systems; evaluate user requests for new or modified programmes as well as analyze and develop specifications required by TAJ in delivering service and support to clients.

### **KEY RESPONSIBILITY AREAS**

#### *Technical and Professional Duties*

- Undertakes the design and development of automated applications by:
  - ✓ Analyzing user requests;

- ✓ Developing application prototype;
  - ✓ Reviewing/Developing programme specifications;
  - ✓ Designing forms/report formats and preparing the necessary specifications;
  - ✓ Managing the change control process of codes and maintaining the change log;
  - ✓ Developing documentation outline;
  - ✓ Formulating, planning and outlining steps required to develop programmes, using structured analysis and design.
- Ensures the quality of applications developed by:
    - ✓ Performing formal and informal walkthroughs of systems;
    - ✓ Conducting unit test;
    - ✓ Defining corrective measures for errors and omissions;
    - ✓ Assisting divisions/branches/sections/ units in the data conversion process.
- Provides sound technical advice, and support to other ICT personnel;
  - Maintains information systems by developing new modules or enhancing existing modules and /or database structures;
  - Provides Graphical User Interface (GUI) for existing application software;
  - Collaborates with key stakeholders in the selection and assessment of software packages to be acquired;
  - Customizes all Commercial Off The Shelf (COTS) systems for use in TAJ;
  - Keeps abreast of developments in information technology, in particular programming methodologies and software engineering;
  - Facilitates training for ICT technical staff;
  - Performs other related duties assigned by the Manager, Systems Development.

### **REQUIRED COMPETENCIES**

#### **(a) Specific Knowledge**

- Excellent knowledge of structured methodology with emphasis on Object Oriented Programming (OOP);
- Proficiency in one or more visual studio tools (C#, VB, C++, Java Script, ASP. Net and HTML);
- Working knowledge of web tools scripting languages, database design, application/systems integration development and operating systems.

#### **(b) Required Skills and Specialized Techniques**

- Excellent decision-making, planning and organizing skills;
- Excellent judgment, and analytical skills;
- Very good time management skills;
- Good communication, interpersonal and team building skills.

#### **(c) Qualification and Experience**

- Degree in Computer Science or Information Technology with emphasis in programming or the equivalent qualification;
- Certificate in Programming would be an asset;
- Three (3) years' experience with at least 2 years as a Programmer – Analyst.

### **Working Conditions**

- Normal office environment;
- Expected to be on call when issues arise with the system outside of working hours;
- Travel (10%-15%).



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## *Network Security Analyst (Level 6)*

### **JOB PURPOSE**

To analyze TAJ's technology operations against the regulatory landscape, identify risks and assess the adequacy of internal controls; monitor all computer security systems and their corresponding or associated software, including firewalls, intrusion detection systems, cryptography systems and anti-virus software as well as actively participate in the planning, execution and monitoring of disaster management and recovery activities.

### **KEY RESPONSIBILITY AREAS**

#### *Technical and Professional Duties*

- Provides network monitoring and log analysis from a variety of network sensors to investigate suspect network activity;
- Investigates network events and incidents, assists with evidence collection, reports findings to the Network and Security Manager and supports remedial efforts;
- Provides technical assistance to the Network and Security Manager;
- Collaborates with developers, project managers, and network engineers to ensure technical and functional requirements are implemented securely;
- Researches, evaluates and recommends network improvements and information security controls;
- Creates system security, business continuity and disaster recovery plans for the security of the network;
- Builds and administers a level of security appropriate to protect the information stored in all systems ensuring execution of security standards and policies;
- Reviews project initiatives from an information security perspective, identifies potential risks and assists in defining appropriate mitigation strategies which could include software, hardware and/or procedural security architectural components;
- Ensures Network and Information Security policies are adhered to by working with the IT team to resolve or mitigate network vulnerabilities;
- Maintains system controls including the CCTV by ensuring access control frameworks and levels of access are maintained; recommending improvements, as appropriate;
- Ensures authorized access by investigating improper access, revoking access, reporting violations, monitoring information requests by new programming and recommending improvements;
- Utilizes all computer security systems and their corresponding or associated software, including host and client based firewalls, intrusion detection systems, cryptographic systems, and anti-virus software to monitor network activity;
- Assists in testing and implementing business continuity and network disaster recovery plans;
- Collaborates with HRD in facilitating sensitization sessions for staff on network and information security procedures;
- Keeps abreast of trends and issues in information security, risk management and disaster recovery affecting areas of responsibility;
- Establishes risk management procedures and conducts risk and vulnerability assessment to ensure that risk management techniques are applied to all new and modified ICT applications, and all vulnerabilities are detected and remedied before exploitation;
- Defines and implements an on-going risk assessment program, which will define, identify and classify critical information assets, assess threats and vulnerabilities regarding those assets and implement safeguard recommendations through various technical and/ policy initiatives;
- Conducts, coordinates or assists in the investigation of information security related incidents including fraud, theft, misuse or abuse and issues findings;
- Conducts audits of the security systems environment, which includes partnering with the various systems teams to remedy vulnerabilities, and identify and implement solutions;
- Conducts security accreditation reviews for installed systems or networks and recommends new or revised security measures or countermeasures based upon results of reviews;

- Coordinates the design, acquisition, modification, evaluation and use of software intended to ensure that all automated systems are secure from unauthorized use, viral infection and other problems that would compromise classified, information confidentiality or privacy of data;
- Recommends the acquisition of, implementation and dissemination of ICT security tools, procedures and practices to protect information assets;
- Ensures that equipment procured meet GOJ's and international standards; can interface with, and is compatible with existing equipment within TAJ;
- Provides assistance to the Internal Audit Section or other MDAs as required, regarding information security and computer auditing.
- Monitors the Virtual Private Network (VPN) access to RAiS;
- Performs any other related duties assigned by the Manager.

### **REQUIRED COMPETENCIES**

#### **(a) Specific Knowledge**

- Excellent knowledge of Information Technology, Security IT Governance;
- Excellent knowledge of how firewall's IPS and proxy solutions work;
- Thorough knowledge of Information Service methods and procedures of operations for computers and peripheral equipment;
- Good knowledge of Microsoft Software applications and other software applications as required;
- Familiarity with security best practice standards such as ISO 7001;
- Knowledge of Tax Administration Jamaica operations and functions.

#### **(b) Required Skills and Specialized Techniques**

- Excellent decision-making, planning and organizing skills;
- Excellent judgment, and analytical skills;
- Excellent communication, interpersonal and team building skills;
- Very good time management skills.

#### **(c) Qualification and Experience**

- Degree in Computer Science, Information Technology or equivalent qualification;
- Certified Ethical Hacker (CEH) or certification as a Certified Information Systems Security Professional (CISSP);
- Three (3) years' experience in an information security, audit, compliance, quality assurance or risk management environment.

### **WORKING CONDITIONS**

- Normal office environment;
- Travel (40%).

### ***Data Quality Analyst (Level 5)***

#### **JOB PURPOSE**

To conduct quality assurance of TAJ's information systems; review data placed into data warehouses for accuracy and recommend enhancements to record systems, as well as data acquisition processes to improve the accuracy of operation data, also develop, document and maintain data quality goals and standards.

## **KEY RESPONSIBILITY AREAS**

### ***Technical and Professional Duties***

- Works with business and technical teams to define business and data policy rules to ensure data quality;
- Researches data quality issues found by application users, software developers and testers;
- Profiles database to identify current data quality issues like accuracy, timeliness and reliability by searching for data quality issues;
- Monitors compliance of data flows against data quality standards and notifies the Manager, Data Management as necessary when issues are found;
- Designs, implements, tests and administers data correction solutions on current data quality issues;
- Identifies root causes of data quality issues, develops recommendations for addressing them;
- Promotes data quality awareness across multiple staff profile, for example Managers and operational staff;
- Reviews reports generated from the database to ensure accuracy and completeness of the data represented in the report;
- Documents data cleansing, data monitoring and data correction jobs;
- Communicates and collaborates with other team members and clients to develop solutions as needed;
- Maintains knowledge of data quality best practices;
- Maintains or expands knowledge of applicable data privacy practices and laws;
- Performs other related duties assigned by the Manager, Data Management.

## **REQUIRED COMPETENCIES**

### **(a) Specific Knowledge**

- Excellent knowledge of Office Software such as Microsoft Word, Excel and Access;
- Excellent knowledge of data manipulation tools and techniques;
- Excellent knowledge and experience in writing SQL queries, developing reports and working with Microsoft SQL Server environment;
- Knowledge of Tax Administration Jamaica operations and functions.

### **(b) Required Skills and Specialized Techniques**

- Excellent decision-making, planning and organizing skills;
- Excellent judgment and analytical skills;
- Excellent communication, interpersonal and team building skills;
- Very good time management and customer service skills.

### **(c) Qualification and Experience**

- BSc Degree in Computer Science or Management Information Systems equivalent;
- Three (3) years' related work experience including two (2) years within a Microsoft SQL environment.

## **WORKING CONDITIONS**

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

## *Application Administrator (Level 4)*

### **JOB PURPOSE**

To maintain a reliable and efficient Information and Communication Technology (ICT) environment, update and maintain the computer system and related equipment in the Revenue Service Centres (RSCs) and Tax Offices.

### **KEY RESPONSIBILITY AREAS**

#### *Technical and Professional Duties*

- Resolves systems errors and maintains logs;
- Liaises with the Systems Administrator to effect complex changes resulting from computer system issues to prevent future occurrence;
- Maintains inventory of internal and external user accounts for all systems;
- Performs weekly back-up of the Stamp Office Information System and the users files stored on the server;
- Performs weekly back-up of the Motor Vehicle Title Tracking System (MVTTS), and the user files stored on the server;
- Monitors the automatic back-up of Motor Vehicle Driver's License System on a weekly basis;
- Maintains current log of all off site back-ups executed and transmits to the off-site storage;
- Advises the relevant Heads of Sections of changes/new patches to the corresponding system and prepares as well as conducts training on the changes;
- Sensitizes users of ICT operational procedures;
- Sensitizes staff of and encourages their adherence to ICT security procedures;
- Informs the Systems Administrator and General Manager/Collector of Taxes of all breaches identified;
- Identifies and investigates misuse of users' access upon discovery;
- Updates and maintains detailed logs of all ICT equipment as well as the dispatch and receipt of the equipment (i.e. printers, copiers, PCs, UPS, fax machines etc.) leaving and entering the office;
- Configures printers and computers to operate on the network;
- Installs and tests software and configures applications to facilitate use by users;
- Creates and disables user accounts for INCRS, MVTTS, TCC Online and Tax Portal;
- Configures computer applications and hardware to facilitate use by users;
- Assists staff with using various computer applications and customers with e-filing;
- Provides assistance with identification of issues with the equipment which may hinder the Collections Officers from accurately balancing daily transactions;
- Keeps abreast of trends and developments in information technology in particular computer hardware and software;
- Participates in meetings, workshops and discussions regarding matters that will affect the operations of the Tax Office;
- Generates Management Information System (MIS) reports upon request;
- Prepares and maintains schedules for transmitting archive tapes for off-site storage;
- Conducts First level application and hardware trouble shooting exercises;
- Performs daily and weekly back-up of the Integrated New Cash Remittance System (INCRS) critical data for senior management;
- Creates user accounts for both internal and external users;
- Participates in User Acceptance Testing (UAT) to assure business rules are adhered to while verifying the integrity of the applications;
- Participates in system disaster and system failure recovery;
- Participates and Assist Office Manager with Board of Survey (BOS) exercises;

- Participates in off-site collection programs (i.e. Property Tax Collection Drives at Community Centers);
- Participates in Internal System Hardware Maintenance (i.e. Assist Computer Operator with Maintenance activities);
- Verifies and confirms maintenance activities of Service Providers (i.e. AIS Cashier Printer maintenance schedule, E-Gov Drivers Licence System);
- Monitors and assist Service Providers in resolving and troubleshooting problems;
- Monitors and assist with the maintenance of Anti-Virus services and definition files update;
- Conducts periodic and random checks to verify authenticity of application transactions;
- Liaises with Service Providers to ensure system reliability and continuity. (i.e. EGOV system iNCRS);
- Provides technical support and input into System decision to Site Managers.
- Performs other related duties assigned by the Systems Administrator.

### **REQUIRED COMPETENCIES**

#### **a) Specific knowledge:**

- Comprehensive knowledge of the operating systems and applications used by the TAJ;
- Comprehensive knowledge of computer architecture;
- Comprehensive knowledge of the operations and functions of TAJ;
- Working knowledge of the various tax laws, policies and procedures.

#### **b) Required Skills and Specialized Techniques**

- Excellent decision making, judgment, analytical and planning skills;
- Excellent communication, team and interpersonal skills;
- Excellent time management and organizing skills.

#### **c) Qualifications and Experiences**

- Bachelor's Degree in Computer Science or its equivalent;
- Two (2) years' experience in a related area.

### **WORKING CONDITIONS**

- Highly confidential environment ;
- Will have to do some lifting of computer equipment and other supplies from time to time;
- Long and irregular working hours;
- High Stress working environment;
- May be exposed to low and/or cold temperatures due to the computers.

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## ***Human Resource Management Officer (Level 5)***

### **JOB PURPOSE**

To coordinate the recruitment and selection process to fill vacancies within TAJ; arrange and conduct orientation for new recruits; advise staff of and apply the provisions of staff benefits to ensure staff can access the relevant benefits; prepare and verify submissions to the Human Resource Management Committee (HRMC); arrange medical examination and health coverage; prepare and update Service Records as well as to process increments, and applications for leave and pension.

### **KEY RESPONSIBILITY AREAS**

#### ***Technical and Professional Duties***

- Arranges and coordinates recruitment of new employees;
- Prepares and submits advertisements for recruitment;

- Organizes assessments, guides the short listing of candidates and arranges interviews;
- Arranges background checks on selected candidates;
- Ensures the preparation and maintenance of Service Records for all appointed staff members;
- Arranges medical examination for permanently appointed staff members;
- Makes the necessary arrangements for new staff members to be registered for health insurance and ensures the distribution of health cards on their receipt;
- Liaises with the health insurance provider on behalf of staff members;
- Keeps staff informed of all available benefits and the requirements to access them;
- Ensures all benefit related application forms are readily available;
- Provides correct interpretation and keeps abreast of all the relevant benefit and their policies, procedures and guidelines;
- Processes motor vehicle concession and loan applications (i.e. motor vehicle, motor vehicle insurance, motor vehicle repair, education, miscellaneous, computer and salary advance) and submits them to the Ministry of Finance & Planning;
- Processes the relevant documentation to facilitate the payment of increments;
- Advises the Payroll Administration Section of relevant salary deductions to be made;
- Monitors the processing of leave computation and the application of all leave entitlement;
- Prepares Annual Vacation Leave Rosters across TAJ and ensures they are distributed to the respective Offices;
- Makes all the necessary arrangements for staffs' retirement and processes applications for pension;
- Arranges for separation of staff and participates in exit interviews;
- Prepares and vets submissions for HRMC for consideration;
- Verifies information and signs job letters requested by staff;
- Conducts site visits to interact with staff in the Tax Offices and to ascertain their concerns;
- Researches information and responds to staff's queries;
- Prepares and submits all the relevant reports.

### **REQUIRED COMPETENCIES**

#### **a) Specific Knowledge**

- Excellent knowledge of Tax Administration Jamaica operations and functions;
- Excellent knowledge of policies and procedures governing pension processing;
- Excellent knowledge of leave administration;
- Excellent knowledge of human resource management practices;
- Comprehensive knowledge of the TAJ's Code of Conduct and HR policy;
- Knowledge of Government of Jamaica Labour Laws and Staff Orders;
- Working knowledge of computer systems and the relevant applications.

#### **b) Required Skills and Specialized Techniques**

- Excellent decision-making, planning, judgment, organizing and analytical skills;
- Excellent communication, interpersonal and team building skills;
- Excellent time management skill;
- Strong emotional intelligence.

#### **c) Qualification and Experience**

- Bachelor's Degree in Human Resource Management or other related discipline;
- Certificate in Counselling would be an asset;
- Three (3) years' experience in a related position.

**WORKING CONDITIONS**

- Normal office environment;
- Travel (20-25%).

***Senior Claims Officer (Level 3)*****JOB PURPOSE**

To check and certify Travel and Subsistence Allowance Claims, ensuring that claims are processed in a timely manner in accordance with the Financial Administration and Audit (FAA) Act.

**KEY RESPONSIBILITY AREAS***Technical and Professional Duties:*

- Certifies Travel and Subsistence Claims;
- Maintains approved travelling listing;
- Validates Claims for travel allowance according to approved listing;
- Checks Claims to ensure all data (i.e. rates, mileage, amounts, signatures, validity of car documents, TRN, periods, etc.) is accurate and complete;
- Ensures that the dates on Claims are valid;
- Liaises with Travel Officers for clarification of Claims;
- Signs and dates Travel and Subsistence Claim Vouchers;
- Manages the maintenance of the Travel Register;
- Checks Travel Edit Report Listings with the Travel and Subsistence Claims to ensure accuracy of information posted;
- Approves the Travel Edit Report Listings;
- Posts client banking information to the Central Treasury Management System(CTMS);
- Performs any other related duties assigned by the Manager, Claims.

**REQUIRED COMPETENCIES****(a) Specific Knowledge**

- Very good knowledge of the Financial Administration and Audit (FAA) Act and Ministry of Finance's circulars and guidelines;
- Working knowledge of the operations, functions and Code of Conduct of Tax Administration Jamaica;
- Working knowledge of computer applications and the relevant applications such as FinMan, and Microsoft Excel.

**(b) Required Skills and Specialized Techniques**

- Excellent time management skill;
- Good communication, interpersonal and team skills;
- Keen eyes for details.

**(c) Qualification and Experience**

- Associate Degree/Diploma in Accounting or ACCA Level 1 or equivalent qualification;
- Government Accounting Level 3;
- Three (3) years' work related experience.

**WORKING CONDITIONS**

- Typical office environment;
- Expected to work beyond normal working hours/weekends to meet strict deadlines.

***Accounts Adjustment Officer (Level 3)*****JOB PURPOSE**

To make adjustments to taxpayers' accounts by reversing transactions posted; account for all dishonoured cheques received and reversed and make the necessary adjustments; flag delinquent taxpayers' accounts and verify all funds to be removed from the Deposit Account.

**KEY RESPONSIBILITY AREAS*****Technical and Professional Duties:***

- Accesses each taxpayer's account through the Integrated Computerized Tax Accounting System (ICTAS) from the list received;
- Verifies information on the Integrated Tax Accounting System (ITAS) against the information from the Refund Certificates and supporting documents;
- Reverses transactions that were posted to the taxpayers' accounts in error;
- Checks to ensure that each reversed transaction conducted at the Collectorates, has been completed in accordance with the Department's policies;
- Maintains Reversal Register by recording the Refund Certificate number, date received, transaction type, General Receipt number and amount;
- Identifies, classifies and records all dishonoured cheques received according to the respective periods and transaction types, which includes tax types, fees, etc.;
- Verifies information on the Integrated Tax Accounting System against the Fact of Filing information on the back of the cheque;
- Prepares the Control Advice and updates the Dishonoured Cheque Register;
- Reverses the taxpayer's transactions that corresponds with the dishonoured cheques;
- Forwards the Control Advice with the relevant documents to the Manager, Bank Operations for verification of reversal and flagging where necessary;
- Dispatches dishonoured cheque along with the relevant supporting documents to the Special Enforcement Team (SET) after the transaction is reversed;
- Files and submits all records of reversal transactions along with the Dishonoured Cheque Register to the Manager, Bank Operations;
- Updates Taxpayer's Account with information from settlement receipt;
- Removes flag from Taxpayers account after the expiration of the restricted period;
- Prepares a Requisition Form for the removal of identified bad cheque markers;
- Verifies all funds to be removed from the Deposit Account;
- Performs any other duties as requested by the Manager, Bank Operations.

**REQUIRED COMPETENCIES****a) Specific Knowledge**

- Comprehensive knowledge of the Integrated Tax Administration Systems;
- Working knowledge of the Financial Administration and Auditing (FAA) Act and Tax Administration Jamaica's operations and functions;
- Working knowledge of computer systems and the relevant applications.

**b) Required Skills and Specialized Techniques**

- Excellent time management skill;



- Good analytical and decision making skills;
- Good communication and interpersonal skills.

**c) Qualification and Experience**

- Associate Degree in Accounting or Business Studies;
- Government Accounting would be an asset;
- One (1) year work related experience.

**WORKING CONDITIONS**

- Normal Office environment.
- 

*GCT Officer (Level 2)*

**JOB PURPOSE**

To document GCT payable in respect of imported goods and on domestic taxable supplies based on suppliers invoices to facilitate the calculation/payment of total GCT withheld and the preparation of Withholding Tax Certificate.

**KEY RESPONSIBILITY AREAS**

*Technical and Professional Duties*

- Calculates GCT payable and inputs sum in the prescribed format and uploads to the web portal;
- Documents on prescribed form or uploads to web portal all GCT payable based on suppliers invoices;
- Generates and issues tax certificates withheld for GCT;
- Files GCT Return electronically;
- Prepares and submits refunds claims;
- Ensures that GCT Returns are kept current and up-dated;
- Liaises with the Ministry of Finance and Planning regarding refunds payment;
- Prepares and submits reports as required.

**REQUIRED COMPETENCIES**

**(a) Specific Knowledge**

- Good knowledge of the Financial Administration and Audit Act (FAA) Act;
- Knowledge of the operation and functions of Tax Administration Jamaica;
- Working knowledge of computer systems and the relevant applications.

**(b) Required Skills and Specialized Techniques**

- Very good time management skills;
- Very good interpersonal and communication skills.

**(c) Qualifications and Experiences**

- Associate Degree in Account / Business Studies or equivalent qualification;
- Government Accounting Level 1 would be an asset;
- At least one (1) year work related experience.

**WORKING CONDITIONS**

- Normal office environment

***Cash Book Officer (Level 2)*****JOB PURPOSE**

To prepare the Cash Books for the various bank accounts for Tax Administration Jamaica which represents all financial transactions within the Authority and identify any gaps relating to payments.

**KEY RESPONSIBILITY AREAS***Technical and Professional Duties:*

- Receives all bank statements for the accounts associated with Tax Administration Jamaica from the respective commercial banks;
- Examines the transactions received from source documents such as lodgement slips, Point of Sale transactions, Stamp Revenue and Deposit transactions and the data from the E-payment which is uploaded from the E-Care Portal;
- Receives all emails relating to scanned copies of all lodgements, Point of Sale transactions and Stamp Duty transactions;
- Makes request from the respective Revenue Verification Officer and examines all files containing Lodgement, Debit Card and Credit Card slips, Detail Batch Summary Report, Debit and Credit Card memos and the Cash Sheets of the respective Collectorates;
- Posts requested files to the Electronic Cash Book by date, location, payment methods, amount and number of transactions;
- Checks entries made to the Cash Book with the Cash Sheets to ensure all entries were made;
- Posts all discrepancies identified during checking the details of the various slips and reports;
- Downloads and formats the bank accounts and reporting stations that do not carry out daily lodgements;
- Logs onto E-Payment website and generates report showing all E-Portal transactions;
- Creates a folder titled "Text File" and copies generated report into noted folder;
- Formats the data downloaded by opening a Microsoft Excel Spreadsheet and importing data;
- Prepares E-Portal Cash Book based on information generated;
- Performs any other duties requested by Senior Bank Operations Officer.

**REQUIRED COMPETENCIES****(a) Specific Knowledge**

- Working knowledge of the Financial Administration and Audit (FAA) Act;
- Working knowledge of the functions and operations of TAJ;
- Working knowledge of the relevant computer systems and applications;
- Working knowledge of the E-Care system.

**(b) Required Skills and Specialised Techniques**

- Excellent time management skills;
- Good communication, interpersonal and team skills;
- Ability to pay attention to detail.

**(c) Qualification and Experience**

- Associate Degree in Business Studies/ Accounting or the equivalent;
- One (1) year experience in a related field.

**WORKING CONDITIONS**

- Normal office environment
- 

*Stores Officer (Level 2)***JOB PURPOSE**

To maintain, manage and report on the supplies and operations of the Department's Stores; safeguard and effectively manage all incoming and outgoing items from the Stores Unit.

**KEY RESPONSIBILITY AREAS***Technical and Professional Duties:*

- Maintains computerized database of supplies, materials and other items at optimum level;
- Compiles periodic stock reports as required;
- Advises the Supervisor, Stores on the type, quality and quantity of materials required;
- Receives goods supplied, checks the quantities received, signs delivery slips and arranges for their delivery to stores;
- Records and updates system with in-coming and out-going stock;
- Informs unit (s) on the receipt of goods requested and prepares and dispatches items/stock for delivery, ensuring that receiving officer signs dispatch/log book upon receipt;
- Receives High Valued items and accurately records and issues accordingly;
- Conducts periodic checks in stores and verifies balances;
- Ensures that the security of Stores is not compromised by the entry of unauthorized personnel or other breaches of the rules applying to the operation of Stores;
- Reports any breaches within the Stores unit to the Supervisor, Stores;
- Reports to the Supervisor, Stores cases of undue delays in the delivery of goods and services;
- Performs any other related duties that may be assigned by the Supervisor, Stores.

**REQUIRED COMPETENCIES****a) Specific Knowledge**

- Basic knowledge of computerized management information systems and relevant computer application;
- Working knowledge of supplies management;
- Familiarly with the Financial Administration and Audit (FAA) Act.

**b) Required Skills and Specialized Techniques**

- Good communication skills;
- Good time management skills;
- Basic analytical skills.

**c) Qualification and Experience**

- Associate Degree in Business Administration or equivalent;
- Certificate in Supplies Management Level 1;
- One (1) year work experience.

**WORKING CONDITIONS**

- Normal Office environment;
  - Exposure to hazardous conditions (heat and excessive lifting and bending);
  - May be required to work extended hours.
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***Supervisor, Mail Management (Level 4)*****JOB PURPOSE**

To provide an efficient and effective mail management programme; managing the timely receipt and dispatch of mails and correspondence; safeguarding all mails and correspondence being transmitted through the Mail Centre.

**KEY RESPONSIBILITY AREAS*****Management and Administrative Duties:***

- Provides leadership, support and guidance to all staff to ensure that the Section is effectively managed;
- Coordinates the development of the Work Plan and supporting budget for the Section ensuring that all the relevant activities to be undertaken and required resources are considered;
- Plans, coordinates and directs all the activities of the Section;
- Establishes and enforces standards and rules of professional conduct for staff within the Section;
- Ensures staff is aware of and operates in accordance with all relevant laws and policies;
- Maintains effective working relations with external and internal stakeholders.

***Technical and Professional Duties:***

- Prepares schedules for dispatch and retrieval of all mails and correspondences across TAJ;
- Oversees the recording and tracking process of all mails entering and leaving the mail centre;
- Monitors the functions of mail management throughout TAJ;
- Assists with the development of mail hubs within the Revenue Service Centres;
- Participates in developing mail management procedures;
- Monitors and updates mail dispatch book;
- Prepares registered and unregistered letters for dispatch to post office;
- Plans and schedules rotating staff for activities within the mail centre;
- Organises schedules to allow for smooth work flow and efficiency;
- Ensures that all incoming correspondences are opened, sorted, dated and stamped (with the exception of those that are personally addressed and those coming from select offices);
- Liaises with Fleet Manager in order to arrange dispatch and retrieval of mails and other correspondences;
- Assigns Records Officers to travel with driver to offices where mail must be delivered;
- Ensures that all mails are dispatched and dispatch book signed by receiver;
- Monitors the funds available on stamping machine and makes requests for additional funds to be placed on machine through the office of the Chief Financial Officer;
- Stamps envelopes with relevant postal amount and dispatches for delivery;
- Prepares and submits reports
- Performs any other duties as assigned by the Manager, Records.

***Human Resource Management Duties:***

- Develops and manages the Section's human resource plan that addresses staff requirements and succession planning and liaises with the Manager, Records;
- Manages Leave Administration for staff as it relates to "Departmental, Sick and Vacation Leave"

- Participates in the recruitment of staff for the Section 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 of staff 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.

### **REQUIRED COMPETENCIES**

#### **a) Specific Knowledge**

- Expert knowledge of mail management policies and procedures;
- Comprehensive knowledge of registry operations and records management;
- Knowledge of the relevant mail management systems;
- Sound knowledge in the use of Microsoft Office Suite.

#### **b) Required Skills and Specialised Techniques**

- Excellent time management and organising skills;
- Excellent communications and interpersonal skills;
- Strong judgement and problem solving skills;
- High levels of confidentiality.

#### **c) Qualification and Experience**

- BSc Degree in Archives Studies, Records Management, or equivalent qualifications;
- Three (3) years related work experience.

### **WORKING CONDITIONS**

- Normal office environment.

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### ***Records Officer (Level 2)***

### **JOB PURPOSE**

To maintain and secure records as well as to provide quick and easy retrieval of documents and files.

### **KEY RESPONSIBILITY AREAS**

#### ***Technical and Professional Duties***

- Locates files for which documents are classified;
- Places documents on files in date order after carefully reading them to ensure they are appropriately classified;
- Sends files for review and re-shelving;
- Locates files and documents requested by checking the Location Cards and the shelves, logging out files and taking/sending them to the relevant officers;
- Maintains files, ensuring the documents are properly docketed and affixed, the jackets are presentable and appropriately labelled;
- Ensures Location Cards are on the files for re-shelving, where applicable;

- Re-shelves files at the correct place after review;
- Assists in identifying cases of duplicate records in the filing system and consolidate files;
- Closes voluminous files where appropriate and opens new volumes ensuring the jackets are appropriately labelled;
- Assists in identifying for archiving, files which have become inactive in accordance with the Department's retention policies;
- Performs any other related duties assigned by the Registrar.

### **REQUIRED COMPETENCIES**

#### **(a) Specific Knowledge**

- Very good knowledge of Records Management;
- Knowledge of the operations and functions of Tax Administration Jamaica;
- Knowledge of the Department's Code of Conduct.

#### **(b) Required Skills and Specialized Techniques**

- Good communication, interpersonal and team skills;
- Good time management and organizing skills.

#### **(c) Qualification and Experience**

- Associate Degree in Business Management or equivalent qualification;
- Certificate in Records Management;
- One (1) year work related experience would be an asset.

### **WORKING CONDITIONS**

- Normal office environment.

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### *Inbound/Outbound Agent (Level 3)*

### **JOB PURPOSE**

To handle customer care queries posed on the telephone, live chat, e-mail and Facebook as well as to make compliance and courtesy calls to taxpayers, promote products and services and conduct survey campaigns.

### **KEY RESPONSIBILITY AREAS**

#### *Technical and Professional Duties*

- Handles customer queries and service requests received in the Customer Care Centre via the various media (i.e. telephone, e-mail, Facebook etc.);
- Cross-sells Tax Administration Jamaica products and services;
- Refers the more complex matters to the supervisors and tax experts;
- Responds to tax related emails;
- Assists customers to complete forms online and guides them with the procedure for making e-payments;
- Delivers taxpayer service (i.e. accounts query, account information update) in accordance with the established standards;
- Maintains daily performance targets;
- Promotes new Tax Administration Jamaica services and products to all persons contacted via the various media (voicemails, email, etc.);

- Contacts the assigned taxpayers within the 1<sup>st</sup> level compliance tier to advise them of their outstanding liabilities such as Income Tax, Education Tax, General Consumption Tax (GCT), Guest Accommodation Room Tax (GART), Pay As You Earn (PAYE) with a view to having them regularize their accounts in the shortest possible time;
- Provides courtesy reminders to taxpayers about the due dates for their tax liabilities;
- Advises the taxpayers of audited tax assessments and ascertains the expected time of payment or the status of any objections submitted;
- Provides address maintenance for the Taxpayer Registration Number (TRN) data base;
- Administers survey instruments and campaign advisories as requested within TAJ;
- Provides support for the Revenue Service Centres (RSC) with Priority Listing, that is, contacting low priority taxpayers about their outstanding tax liabilities which may span several years with various tax types;
- Collects and compiles secure and confidential information for immediate submission to the authorities;
- Registers customers for Electronic Filing within 24 hours after receipt of confirmation;
- Tests customers' electronic files for uploading to e-portal within 72 working hours;
- Logs customers tax related and electronic filing issues on receipt;
- Performs any other related duty assigned by the Manager.

### **REQUIRED COMPETENCIES**

#### **a) Specific Knowledge**

- Excellent knowledge of the tax laws;
- Excellent knowledge of all tax related goods and services;
- Excellent knowledge of the functions, operations and Code of Conduct of Tax Administration Jamaica;
- Working knowledge of the Acts for the other entities for which collections are made;
- Working knowledge of accounting principles and procedures;
- Working knowledge of computer systems and the relevant applications.

#### **b) Required Skills and Specialized Techniques**

- Excellent communication, interpersonal and team skills;
- Excellent customer relations and telephone etiquette skills;
- Excellent conflict management techniques;
- Very good stress management skills.

#### **c) Qualification and Experience**

- BSc. in Business Administration, Management Studies, or the equivalent qualification;
- Training in Stress Management would be an asset;
- At least two (2) years' experience in a related area.

### **WORKING CONDITIONS**

- Cold temperatures due to computers and/or equipment;
- Required to work beyond normal work hours, as necessary, to complete scheduled and pertinent tasks;
- Highly competitive and performance driven environment.

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Interested persons are invited to submit applications with resumes no later than **Friday, September 27, 2019** to:

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

Applications will also be accepted via email: [sara.hr.recruit@taj.gov.jm](mailto:sara.hr.recruit@taj.gov.jm)

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

**-End-**