



JOB POSTING

February 2019

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

Management Services Division

Finance & Accounts

1. **Refunds Officer (Level 3)**, salary range, \$1,241,739 – 1,527,182 per annum and any applicable allowance(s) (**2 positions – Kingston**)
2. **Revenue Payment Processing Officer (Level 2)**, salary range \$961,569 – 1,182,608 per annum and any applicable allowance(s) - (**1 position – Kingston**)
3. **Cash Book Officer (Level 2)**, salary range \$961,569 – 1,182,608 per annum and any applicable allowance(s) - (**1 position – Kingston**)

Information and Communication Technology Unit

4. **Programmer Analyst (Level 6)**, salary range \$2,674,113 – 3,288,822 per annum and any applicable allowance(s); (**5 positions – Kingston**)
5. **Network Security Analyst (Level 6)**, salary range \$2,674,113 – 3,288,822 per annum and any applicable allowance(s); (**1 position – Kingston**)
6. **Application Security Administrator (Level 6)**, salary range \$2,674,113 – 3,288,822 per annum and any applicable allowance(s); (**1 position – Kingston**)
7. **Data Quality Analyst (Level 5)**, salary range \$2,070,761 – 2,546,775 per annum and any applicable allowance(s); (**1 position – Kingston**)

8. **Application Administrator (Level 4)**, salary range \$1,603,541 – 1,972,153 per annum and any applicable allowance(s); **(1 position – May Pen Tax Office)**
9. **Computer Technician (Level 3)**, salary range, \$1,241,739 – 1,527,182 per annum and any applicable allowance(s) **(1 position – Mandeville Revenue Service Centre)**

Human Resource Management & Development Branch

10. **Audio Visual Technician (Level 2)**, salary range \$961,569 – 1,182,608 per annum and any applicable allowance(s) - **(1 position – Kingston)**

Records & Information Management

11. **Document Control Officer (Level 3)**, salary range, \$1,241,739 – 1,527,182 per annum and any applicable allowance(s) **(1 position – Kingston)**
12. **Senior Records Officer (Level 3)**, salary range \$1,241,739 – 1,527,182 per annum and any applicable allowance(s) - **(1 position – Mandeville Revenue Service Centre)**
13. **Imaging Technician (Level 2)**, salary range \$961,569 – 1,182,608 per annum and any applicable allowance(s) - **(1 position – Kingston)**

Administration, Property & Securities

14. **Supervisor Stock/Asset Management (Level 4)**, salary range \$1,603,541 – 1,972,153 per annum and any applicable allowance(s); **(1 position – Kingston)**
15. **Stock/Asset Management Officer (Level 3)**, salary range \$1,241,739 – 1,527,182 per annum and any applicable allowance(s) - **(3 positions – Locations are listed)**
- Montego Bay Revenue Service Centre (1 position)
 - Portmore Tax Office (1 position)
 - Linstead Tax Office (1 position)
16. **Administrative Assistant (Level 3)**, salary range \$1,241,739 – 1,527,182 per annum and any applicable allowance(s) - **(2 positions – Locations are listed)**
- St. Andrew Revenue Service Centre (1 position)
 - Mandeville Revenue Service Centre (1 position)

17. **Secretary (Level 2)**, salary range \$961,569 – 1,182,608 per annum and any applicable allowance(s) - **(6 positions – Locations are listed)**

- St. Andrew Revenue Service Centre (1 position)
- Lucea Tax Office (1 position)
- Port Morant (1 position)
- Kingston (Administrative Services) (1 position)
- Mandeville Revenue Service Centre (1 position)
- Kingston Revenue Service Centre (1 position)

18. **Driver/Courier (Level 1)**, salary range \$744,613 – 915,730 per annum and any applicable Allowance (s) - **(1 position – Kingston)**

Operations Division

19. **Manager Taxpayer Service (Level 6)**, salary range \$2,674,113 – 3,288,822 per annum and any applicable allowance(s); **(1 position – Savanna-la-mar Tax Office)**

20. **Senior Compliance Officer (Level 5)**, salary range \$2,070,761 – 2,546,775 per annum and any applicable allowance(s); **(5 positions – Locations are listed)**

- Montego Bay Revenue Service Centre (1 position)
- St. Ann's Bay Tax Office (1 position)
- Kingston Revenue Service Centre (1 position)
- Cross Roads Tax Office (1 position)
- Mandeville Revenue Service Centre (1 position)

21. **Senior Taxpayer Service Officer (Level 5)**, salary range \$2,070,761 – 2,546,775 per annum and any applicable allowance(s); **(1 position – Lucea Tax Office)**

22. **Senior Valuer (Level 5)**, salary range \$2,070,761 – 2,546,775 per annum and any applicable allowance(s); **(1 position – Montego Bay Revenue Service Centre)**

23. **Taxpayer Service Officer Level 4)**, salary range \$1,603,541 – 1,972,153 per annum and any applicable allowance(s); **(4 positions – Locations are listed)**

- Cross Roads Tax Office (1 position)
- Kingston Revenue Service Centre (1 positions)
- Browns Town Tax Office (1 position)
- Savanna-la-mar Tax Office (1 position)

24. **Collections Officer (Level 4)**, salary range \$1,603,541 – 1,972,153 per annum and any applicable allowance(s); **(7 positions – Locations are listed)**

(Kindly note that applications for the Collections Officer post will only be accepted from persons who are appointed in the Public Service)

- Kingston Revenue Service Centre (1 position)
- St. Andrew Revenue Service Centre (1 position)
- Cross Roads Tax Office (1 position)
- Spanish Town Tax Office (2 positions)
- Montego Bay Revenue Service Centre (1 position)
- Savanna la mar Tax Office (1 position)

25. **Compliance Officer (Level 4)**, salary range \$1,603,541 – 1,972,153 per annum and any applicable allowance(s); **(9 positions – Locations are listed)**

- St. Andrew Revenue Service Centre (2 positions)
- Port Antonio Tax Office (1 position)
- Kingston Revenue Service Centre (1 position)
- Portmore Tax Office (1 position)
- May Pen Tax Office (3 positions)
- Lucea Tax Office (1 position)

26. **Valuer (Level 4)**, salary range \$1,603,541 – 1,972,153 per annum and any applicable allowance(s); **(2 positions – Locations are listed)**

- Montego Bay Revenue Service Centre (1 position)
- Kingston – Stamp Duty & Transfer Tax Unit (1 position)

27. **Valuation Surveyor (Level 4)**, salary range \$1,603,541 – 1,972,153 per annum and any applicable allowance(s); **(1 position – Kingston – Stamp Duty & Transfer Tax Unit)**

28. **Inbound/Outbound Agent (Level 3)**, salary range \$1,241,739 – 1,527,182 per annum and any applicable allowance(s) **(1 position – Customer Care Centre – May Pen)**

29. **eSupport Agent (Level 3)**, salary range \$1,241,739 – 1,527,182 per annum and any applicable allowance(s) **(1 position – Customer Care Centre – May Pen)**

30. **Junior Compliance Officer (Level 3)**, salary range \$1,241,739 – 1,527,182 per annum and any applicable allowance(s) - **(9 positions – Locations are listed)**

- Mandeville Revenue Service Centre (1 position)
- Santa Cruz Tax Office (1 position)
- Montego Bay Revenue Service Centre (1 position)
- St. Andrew Revenue Service Centre (4 positions)
- Kingston Revenue Service Centre (2 positions)

31. **Taxpayer Service Assistant (Level 3)**, salary range, \$1,241,739 – 1,527,182 per annum and any applicable allowance(s) (**11 positions – Locations are listed**)

- Port Antonio Tax Office (1 position)
- Kingston Revenue Service Centre (1 position)
- Morant Bay Tax Office (1 position)
- Port Morant Tax Office (1 position)
- Mandeville Revenue Service Centre (1 position)
- Santa Cruz Tax Office (1 position)
- Montego Bay Revenue Service Centre (2 positions)
- St. Ann's Bay Tax Office (2 positions)
- Old Harbour Tax Office (1 position)

32. **Batch Control Officer (Level 2)**, salary range \$961,569 – 1,182,608 per annum and any applicable allowance(s) - (**1 position – Mandeville Revenue Service Centre**)

➤ **Refunds Officer (Level 3)**

JOB PURPOSE

To process approved Refund Claims in accordance with the requirements of the Financial Administration and Audit (FAA) Act and other regulations.

KEY RESPONSIBILITY AREAS

Technical and Professional Duties:

- Organizes and logs all approved batches received (SCT, GCT, CIT, ED Tax, PAYE and Withholding Tax) for ease of storage and retrieval;
- Verifies and processes Refund Claims in the approved order;
- Updates the Refunds Register with details from the batches received for processing;

- Files Refund Batches in folders in numerical order and Tax Types;
- Retrieves Refund Batches for processing of Claims for off-set requests or cash payments;
- Updates the Refund Case Tracking system with information on the status of all Refund Claims;
- Maintains the individual Tax Type Register with information relating to the processing of the approved funds;
- Ensures that all documentary evidence to support refund payments are available for verification;
- Ensures all printed Refund cheques have the correct information such as cheque numbers, amount and taxpayer's name;
- Makes payee adjustment to cheques as directed;
- Records and advises the Manager of all spoilt or stale dated cheque for replacement;
- Updates the Electronic Funds Transfer (EFT) to taxpayers' accounts;
- Prepares and submits reports;
- Perform other related duties assigned by the Manager.

REQUIRED COMPETENCIES

Specific Knowledge

- Working knowledge of the Financial Administration and Audit Act (FAA);
- Working knowledge of the operations and functions of TAJ;
- Working knowledge of Microsoft Software Applications (Excel and Word);

Required Skills and Specialized Techniques

- Excellent time management skill;
- Excellent communication, interpersonal and team skills;
- Keen eye for detail;

Qualifications and Experiences

- Associate Degree in Accounting, Business Management or equivalent qualification;
- Certificate in Government Accounting Level 2 would be an asset;
- Two (2) years work related experience.

WORKING CONDITIONS

- Normal office environment.
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JOB PURPOSE

To prepare Payment Vouchers, maintain payment records and process manual and electronic payments.

KEY RESPONSIBILITY AREAS

Technical and Professional Duties

- Reviews applications for refund/approval for payments to ensure that all relevant supporting documents (such as refund certificates, claims, proof of original payment, letters) from taxpayers and memos are attached;
- Prepares a Payment Voucher after receiving the written approval or request from the Manager, Revenue Accounting and Verification;
- Prints and signs Payment Vouchers and attaches supporting documents;
- Submits signed Payment Vouchers and supporting documents to Manager, Revenue Accounting and Verification for certification;
- Creates online payment batches to effect electronic payments;
- Prepares cheques manually or electronically;
- Maintains Payment Register and Payment Voucher files;
- Logs prepared cheques for dispatch;
- Reviews supporting documents received and processes electronic payments for other Ministries, Departments or Agencies;
- Prepares and submits reports;
- Performs any other duties assigned by the Manager, Revenue Accounting and Verification.

REQUIRED COMPETENCIES

Specific Knowledge

- Comprehensive knowledge of Government Accounting principles;
- Comprehensive knowledge of the Microsoft Office Suite (Word and Excel);
- Good knowledge of the Financial Administration and Auditing (FAA) Act;
- Working knowledge of Tax Administration Jamaica's functions and operations.

Required Skills and Specialized Techniques

- Excellent analytical and numeric skills;
- Good time management skill;
- Good communication, interpersonal and team skills.

Qualification and Experience

- Associate Degree in Accounting or Business Administration or equivalent;
- Government Accounting Level 2;

- One (1) year work related experience would be an asset.

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 unto 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

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.

Required Skills and Specialized Techniques

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

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.
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➤ Programmer Analyst (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:
 - ✓ Analysing 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

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;

Required Skills and Specialized Techniques

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

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 analyse 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

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.

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.

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%).
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➤ Application Security Administrator (Level 6)

JOB PURPOSE

To inform the analysis, design, configuration and implementation of Software Solutions from a security perspective, identify and resolve security issues to include security access, risks and vulnerabilities; design and recommend defences and countermeasures at each phase of the software development lifecycle thereby ensuring the most robust, secure and reliable software solutions.

KEY RESPONSIBILITY AREAS

Technical and Professional Duties

- Configures and tests the security groups, functions, password features etc. to ensure that they meet TAJ's needs;
- Troubleshoots security issues for both internal and external users regarding user access as requested;
- Recommends amendments to procedures (SOPs) and manuals to maintain security on an ongoing basis;
- Processes security requests for both internal and external users to include:
 - ✓ Adding and removing employees
 - ✓ Modifying employees' access
 - ✓ Resetting passwords
- Checks periodically to ensure all users remain associated with the appropriate group(s) as specified by the Security Administrator and the user's manager/supervisor;
- Liaises with the developers to generate scripts and reports that aid in the monitoring and reporting of security;
- Maintains an application security matrix that specifies the security profiles for the end users;
- Recommends strategies for TAJ's operations regarding application security configuration for users;
- Provides assistance to the internal and external agencies in their investigations of security breaches;
- Monitors and grants security access within the various environments of RAiS (example JMS- Staging, JMT-Testing, JMQ- Quality etc.) as well as other environments in TAJ (example: AMVS, Property Tax, INCRS, etc.) as requested;
- Carries out audit trail activities (user tracking and snapshots) as a means of monitoring and investigating user activity to ensure the quality of production activities are kept within standard code and scope;
- Investigates suspicious events and incidents thoroughly and promptly;
- Researches and evaluates information on application security control and makes recommendations;
- Implements measures to mitigate inappropriate access and Tax Account modification;
- Assists in the liaison between external entities (example: eGov, Jamaica Customs, RPD, MOF etc.) and TAJ in accessing the system;
- Places restriction on users to access their own information and others through the association of users to their TRN;
- Interfaces with developers to configure any creations or amendments to security;
- Imparts knowledge on system access and information security procedures;
- Performs other related duties assigned from time to time by the Manager, Application & Network Security.

REQUIRED COMPETENCIES

Specific Knowledge

- Excellent knowledge of Information Technology, IT Security Governance;
- 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;
- Knowledge of Tax Administration Jamaica operations and functions;
- Familiarity with security best practice standards such as ISO 7001;

Required Skills and Specialised Techniques

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

Qualification and Experience

- Degree in Computer Science or Information Technology;
- 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%)
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➤ 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

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.

Required Skills and Specialized Techniques

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

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%).
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➤ 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

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.

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.

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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➤ Computer Technician (Level 3)

JOB PURPOSE

To maintain computers, repair hardware components; assist users with the use of the systems and respond to reports of malfunction of machines.

KEY RESPONSIBILITY AREAS

Technical/Professional Duties

- Carries out routine diagnostic and physical checks on the equipment in various communication rooms;
- Conducts preventative maintenance;
- Assists with the installation of computers and peripherals;
- Installs and tests equipment;
- Directs the unloading and un-crating of equipment;
- Verifies deliveries to ensure receipt of all items ordered;
- Ensures all network connections are in place for equipment;
- Performs scheduled backup of systems and data as well as keeps PC disk space available;
- Carries out periodic checks on equipment within TAJ;
- Effects simple maintenance on other computer equipment or maintains a presence when equipment are being serviced;
- Responds to users' report of equipment malfunctioning and, if necessary, assists users in understanding proper usage of equipment;
- Reports complex problems relating to equipment used;
- Manages and accounts for all dispatch forms;
- Assists in inventory control of all equipment inclusive of equipment dispatch;
- Keeps abreast of developments in the computer industry;
- Monitors the servicing of equipment by service providers;
- Cleans all equipment and reports incidents of misuse or abuse;

- Deals with/ resolves reported equipment or systems problems within the established time frame;
- Ensures adherence to security policies;
- Demonstrates knowledge of disaster preparedness plan for ICT and executes same when necessary;
- Conducts software repairs as directed by the System Administrator;
- Participates in system failure recovery;
- Participates and assists Asset Management Manager with Board of Survey (BOS) exercises;
- Monitors and assists Service Providers in resolving and troubleshooting problems;
- Provides first level support for the maintenance of Anti-Virus services and definition files update;
- Liaises with Service Providers to ensure system reliability and continuity;
- Identify and prepare hardware for disposal when appropriate;
- Ensure hardware is stripped and secured before disposal;
Performs other related duties assigned by the System Administrator

REQUIRED COMPETENCIES

Specific Knowledge:

- Expert knowledge of computer equipment maintenance;
- Expert knowledge in computer system operation;
- Comprehensive knowledge of hardware support and maintenance;
- Comprehensive knowledge of computer architecture.

Required Skills and Specialized Techniques

- Good communication, team and interpersonal skills;
- Problem solving skill;
- Good time management skill.

Qualification and Experience

- Diploma in Computer Studies or equivalent qualification;
- COMPTIA A+ Certification would be an asset;
- At least one (1) year experience in a similar capacity.

WORKING CONDITIONS

- High stress working environment;
 - Exposure to low temperature due to computers;
 - May be required to work outside the normal hours and on weekends;
 - Will have to do some lifting of computer equipment and other supplies from time to time;
 - Travel across the island (20-25%).
-

➤ **Audio Visual Technician (Level 2)**

JOB PURPOSE

To operate and manage all equipment used to support training sessions and in the production of training material; provide technical support to the Trainers and arrange the Training Rooms.

KEY RESPONSIBILITY AREAS

Technical and Professional Duties:

- Operates all equipment to include audio-visual equipment, heavy duty multi-purpose photocopy machines, bounding machine, paper guillotine; video cameras, multimedia projectors, public announcement system etc.;
- Reproduces, sorts, collates and bounds all training materials for distribution to trainees;
- Records and edits training sessions, workshops; other related events and store on designated device for future use;
- Reports all malfunctioning machines and equipment to the Manager, Training Administration;
- Sets up equipment to be used by the Trainers and pulls down and stores after use;
- Assists with the preparation of all audio visual aids for presentation purposes;
- Maintains schedule of requests for the use of and set up of the relevant equipment and machines;
- Prepares Training Rooms (arranges tables and chairs) for all training sessions;
- Operates and assists staff with the operation of photocopier, guillotine and other office machines required;
- Manages the use of office supplies for the printing room;
- Reports on usage of supplies and maintains re-order level as required;
- Manages the distribution of training equipment and other resources;
- Safeguards the storage of all training machines and equipment;
- Researches, identifies and recommends procurement of suitable machines and equipment for the Training Section;
- Performs any other related duties assigned by Manager, Training Administration.

REQUIRED COMPETENCIES

Specific Knowledge

- Working knowledge of the operation of office machines and equipment and preventative maintenance;
- Working knowledge of inventory control;
- Working knowledge of computer systems and the relevant software.

Required Skills and Specialized Techniques

- Good communication and interpersonal skills;
- Good planning, organizing and time management skills;
- Ability to use initiative in completing tasks;
- Good trouble shooting skill;

Qualifications and Experiences

- Associate Degree in Business Studies or the equivalent;
- Certificate in Audio-Visual operations would be an asset;
- Two (2) years work related experience.

WORKING CONDITIONS

- Normal office environment;
 - Lifting of equipment and moving of furniture;
 - Safety precautions required;
 - May be required to work extended hours.
-

➤ **Document Control Officer (Level 3)**

JOB PURPOSE

To manage, coordinate, implement, and maintain the activities to assist in ensuring adherence to quality standards for scanned documents while also ensuring their timeliness, accuracy and integrity; strictly follow established procedures and policies needed to meet record retention policies, safeguard information and retrieve data more effectively.

KEY RESPONSIBILITY AREAS

Technical and Professional Duties

- Administers and controls required documentation within the selected document management system;
- Maintains Specification/Procedural/Form administration within the Records Management System of the Department;
- Maintains quality control of electronic documents against hard-copy documents to ensure proper sequencing that achieves easy retrieval and up-to-date documentation system;
- Participates in the development of strategies for continuous improvement processes to the current document management system;

- Ensures all documentation records are correctly filed and stored as per archive procedures;
- Ensures all documentation referencing is consistent with internal and external procedural requirements;
- Ensures all amendments to policies, procedures and standard documentation are captured accordingly;
- Maintains a complete register of all procedures and associated documentation as a master file copy for the system's continual improvement and compliance;
- Ensures compliant document approval system to maintain document integrity at all times;
- Contributes to the maintenance, continual improvement and refinement of TAJ's Records System, associated procedures and documentation;
- Recommends removal or update of access codes as changes require and ensures users get appropriate level of access;
- Assists in upgrading content classification for easy referencing;
- Prepares reports and provides follow-up information to inquiries;
- Performs other related duties assigned by the Supervisor, Data Conversion.

REQUIRED COMPETENCIES

Specific Knowledge

- Comprehensive knowledge of records management;
Comprehensive knowledge of the manual and electronic records management system;
- Comprehensive knowledge of TAJ's operations and functions;
- Working knowledge of relevant computer systems and applications especially Microsoft Office Suite.

Required Skills and Specialized Techniques

- Strong analytical, planning and organizing skills;
- Strong decision-making, judgement and problem-solving skills;
- Strong communications and inter-personal skills;
- Good time management skill;
- Detail-oriented;
- Good monitoring and evaluation techniques.

Qualification and Experience

- Associate Degree in Business Administration or equivalent qualification;
- Experience with electronic document control software and equipment would be an asset;

- Minimum of two (2) years related experience.

WORKING CONDITIONS

- Normal office environment;
 - Required to stand, walk, and sit for extended periods of time.
-
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➤ Senior Records Officer (Level 3)

JOB PURPOSE

To direct and monitor the activities of the registry ensuring documents are properly classified and filed, files are reviewed, shelved and retrieved; oversee the receipt and dispatch of mail as well as to approve the creation and closing of files.

KEY RESPONSIBILITY AREAS

Technical and Professional Duties

- Checks the manual and electronic index for reference numbers;
- Creates and numbers files from the classification listings;
- Locates/retrieves and docket the files with correspondence in date order;
- Retrieves documents from appropriate files and photocopies documents on request;
- Locates, records and dispatches files from the Registry when requisitioned by officers;
- Maintains Location Cards;
- Ensures that the files are properly and correctly stored when not in use;
- Maintains an index list and inventory of all files in the Registry;
- Maintains a “Bring Up” (BU) Book/Register;
- Assists with queries on the telephone and walk-in customers;
- Receives, logs and dispatches mail;
- Receives and dispatches both external and internal correspondence including copying and circulating memos/circulars;

- Reviews all files that have been updated or returned to the Registry after completion of actions;
- Prepares and submits reports;
- Performs other related duties assigned by the Supervisor.

REQUIRED COMPETENCIES

Specific Knowledge

- Comprehension knowledge of Records Management;
- Knowledge of TAJ's operations and functions;
- Working knowledge of computer systems and the relevant applications;

Required Skills and Specialized Techniques

- Very good planning and organising skills;
- Very good time management skill;
- Very good communication and interpersonal skills;

Qualification and Experience

- Associate Degree in Management Studies, Certificate in Public Administration or the equivalent education;
- Certificate in Records Management;
- Two (2) years related work experience.

WORKING CONDITIONS

- Normal office environment;
 - Exposure to dust.
-
-

➤ Imaging Technician (Level 2)**JOB PURPOSE**

To administer document imaging operations by validating, preparing, indexing, scanning and conducting quality checks on all documents.

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

- Prepares the paper record for the scanning process;
- Assesses records for proper document identification and collates for barcode identification;

- Scans documents into the database while continuously examining documents for legibility and quality;
- Deletes and/or rescans documents or batches as necessary;
- Assesses scanned images for verification of appropriate content and proper indexing;
- Identifies scanning and indexing errors, with immediate correction through rescanning of the batch and/or image;
- Prioritizes and processes daily records according to defined turnaround standards;
- Retrieves records from storage medium as requested;
- Prepares reports and provides follow-up information to enquiries;
- Performs other related duties assigned by the Supervisor, Data Conversion.

REQUIRED COMPETENCIES

Specific Knowledge (however acquired)

- Working knowledge of relevant computer systems and applications;
- Knowledge of the operations and functions of Tax Administration Jamaica;

Required Skills and Specialized Techniques

- Good time management skill;
- Good communication and interpersonal skills;
- Proper digital imaging techniques;
- Keen eye for detail;

Qualification and Experience

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

WORKING CONDITIONS

- Normal office environment;
 - Some exposure to dust;
 - Required to lift boxes and files.
-
-

➤ **Supervisor, Stock/Asset Management (Level 4)**

JOB PURPOSE

To supervise the process of dispatching fixed assets requested by the Offices within TAJ; assist in the updating and maintaining of the Asset Inventory Management System (AIMS) which hosts information on the assets for TAJ and assists with documenting all items to be Board of Surveyed.

KEY RESPONSIBILITY AREAS

Managerial and Administrative Duties:

- Provides leadership, support and guidance to all staff to ensure that the Unit is effectively managed;
- Prepares and implements Work Plan for the Team;
- Manages and monitors the performance of the Team;
- 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:

- Ensures all assets received are checked and labelled appropriately;
- Conducts stock count at all relevant locations annually;
- Ensures that stock and asset records are maintained in an efficient manner;
- Ensures the requisition forms received from the Tax/Business Offices throughout TAJ are processed and items are dispatched based on availability of goods;
- Conducts periodic checks to ensure that the actual stock/assets balance agrees with that of the system;
- Maintains a master listing of all unfilled orders;
- Ensures that information has been logged and updated to the Assets and Inventory Management System;
- Processes the relevant documents for items to be Board of Surveyed (BoS) and passes them to the Ministry of Finance (MoF);
- Collaborates with Internal Auditors (based on approval from MoF) of items to be BoS;
- Assists in signing off on all items taken by the BoS team for disposal;

- Conducts random checks to ensure that fixed assets are accounted for within the various locations;
- Maintains a master inventory/asset list relating to all RSCs and business offices;
- Ensures that all Asset Requisition Forms are filed in the correct order in which they were received;
- Manages and monitors stock re-order level at all assigned locations;
- Signs off on all items taken by the BoS team for disposal;
- Performs any other related duties assigned by Stores Manager or the Director, Inventory and Asset Management.

Human Resource Management Duties:

- Manages the Unit's HR plan that addresses staff requirements and succession planning and liaises with the HR Manager;
- Conducts reviews of supervisees in accordance with the Work Plan;
- Completes final performance assessments and recommends appropriate training and development programmes as necessary;
- Initiates and participates in disciplinary proceedings relating to staff members within the Unit and implements corrective measures.

REQUIRED COMPETENCIES

Specific Knowledge

- Comprehensive knowledge of the policy and guidelines for asset management;
- Comprehensive knowledge of the Asset Management Inventory System (AIMS);
- Sound knowledge of the Control of Government Furniture Procedural Manual;
- Working knowledge of the TAJ's operation and function;
- Working knowledge of computer systems and the relevant application;

Required Skills and Specialized Techniques

- Excellent time management skill;
- Good planning and organizing skills;
- Good communication, interpersonal and team skills;
- Ability to take initiative, display professionalism and good work ethics;

Qualification and Experience

- BSc. in Business Administration or the equivalent;
- Supervisory Management Training;
- Certificate in Asset and Inventory Management/Supplies Management;
- Two (2) years related work experience.

WORKING CONDITIONS

- Exposure to disagreeable conditions (hazardous conditions);
 - May be required to work outside of normal working hours;
 - Travel (35% - 40 %).
-

➤ Stock/Asset Management Officer (Level 3)

JOB PURPOSE

To maintain, manage and report on the supplies and operations of the Stock assigned to the RSC/Tax Office to which assigned; safeguard and effectively manage all incoming items from the Stores Unit.

KEY RESPONSIBILITY AREAS

Technical and Professional Duties:

- Ensures the availability of stock on hand by forecasting, through previous issuing patterns, the amount of stock required so as to maintain the desired inventory level;
- Ensures that stock records are maintained in an efficient manner;
- Prepares list of stationery, office supplies and high valued items etc. needed and submits to the Supervisor, Stock/Asset Management for approval;
- Prepares order for the stationery, office supplies and high valued items etc. and transmits to the Supervisor, Stock/Asset Management;
- Receives goods supplied, checks the quantities received, signs delivery slips and arranges for their delivery to the storage area;
- Records in Register and updates system with in-coming and out-going stock;
- Maintains a current record of all unfilled orders;

- Maintains custody of Receipt Books, Licence Plates, Registration Certificates, all official stamps used by the Tax Office and all other official documents;
- Records and issues receipts books, licence plates, Registration Certificates, other high value items and goods to authorized personnel;
- Conducts periodic checks in stock, verifies balances and compiles stock report as required;
- Identifies obsolete stock and advises Manager, Asset Management of the need to initiate disposal in accordance with the regulations and guidelines;
- Ensures that the security of stocks is not compromised by the entry of unauthorized personnel or other breaches of the rules applying to the operation of Stores and safeguard of valuable items;
- Performs any other related duties assigned by the Supervisor, Stock/Asset Management.

REQUIRED COMPETENCIES

Specific Knowledge

- Very good knowledge of Asset and Supplies Management;
- Knowledge of the Procurement guidelines;
- Familiarly with the Financial Administration and Audit (FAA) Act;
- Basic knowledge of computer systems and the relevant computer application;

Required Skills and Specialized Techniques

- Good organizing skill;
- Good communication and interpersonal skills;
- Good time management skill;

a) Qualification and Experience

- Associate Degree in Business Administration or equivalent;
- Certificate in Supplies Management or Asset and Inventory Management;
- Two (2) years work related experience.

WORKING CONDITIONS

- Normal Office environment.
-
-

➤ Administrative Assistant (Level 3)

JOB PURPOSE

To provide administrative support in coordinating activities, scheduling appointments, preparing Minutes, reports and briefs as well as handling queries.

KEY RESPONSIBILITY AREAS

Technical and Professional Duties

- Stamps and logs all correspondence received for the supervisor's office;
- Logs and dispatches all correspondence leaving the supervisor's office, to the various units/departments and other agencies;
- Screens visitors and telephone calls for the supervisor and assists with clients' requests where possible;
- Co-ordinates activities for meetings, transcribes and prepares minutes of meetings;
- Receives and passes on correspondence requiring attention to the supervisor;
- Prepares memos, letters, minutes and other correspondence and transmits to the supervisor;
- Receives calls and where necessary records the messages and delivers to the relevant officers as soon as they are available;
- Schedules and arranges meetings on behalf of the supervisor;
- Maintains the supervisor's diary;
- Liaises with Heads of Sections and other personnel to facilitate administrative support;
- Compiles and reviews monthly and annual reports;
- Collects and compiles the Branch's/Section's budget;
- Researches and provides information to the supervisor for the preparation of reports;
- Follows-up on directives given and requests made by the supervisor;
- Establishes and maintains an appropriate filing system for the recording and easy retrieval of information;
- Manages urgent correspondence, faxes and emails in the absence of a Head of Unit;
- Performs any other related duties assigned by the supervisor.

REQUIRED COMPETENCIES

Specific Knowledge

- Comprehensive knowledge of office procedures and practices;
- Comprehensive knowledge of computer systems and the relevant applications;
- Knowledge of budget preparation/accounting principles;
- Knowledge of TAJ's Code of Conduct.

Required Skills and Specialized Techniques

- Excellent organizing and time management skills;
- Excellent communication, interpersonal and team skills;
- Ability to work on own initiative.

Qualification and Experience

- Associate Degree in Business Administration or the equivalent;
- Certificate in Administrative Professional / Certificate in Administrative Management Level 3 (CAM 3)/ or Certified Professional Secretary designation (CPS);
- Three (3) years' work related experience.

WORKING CONDITIONS

- Normal office environment.

➤ **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 Senior 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;
- Assist 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

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;

Required Skills and Specialized Techniques

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

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
-
-

➤ Driver (Level 1)

JOB PURPOSE

To collect and deliver documents, supplies and equipment on behalf of the Department; transport officials and staff members on official assignments.

KEY RESPONSIBILITY AREAS

Technical and Professional Duties

- Transports all ***high valued items*** from the Airport to the Revenue Protection Division (RPD) then to the Stores Office and further to the designated locations across the island;
- Collects mail from the post office;

- Delivers and collects mail, documents, supplies and equipment to and from assigned locations;
- Checks items received to ensure everything recorded is on hand and signs for same;
- Transports officials and staff members on official business;
- Maintains motor vehicle log on a daily basis in accordance with the Department's Motor Vehicle Policy, recording the date, odometer figures before and after the work day, destination, times of departure and arrival;
- Requests and signs for Advance Card (for petrol) and records quantity and cost of petrol taken when applicable;
- Checks motor vehicle every morning and reports any abnormality;
- Monitors servicing schedule of motor vehicle;
- Monitors motor vehicle registration and fitness certificates to ensure they are kept current;
- Reports all accidents and damages to the motor vehicle immediately to the Fleet Manager and prepares the relevant report;
- Checks all repairs done on the motor vehicle;
- Performs other related duties assigned by the Fleet Manager.

REQUIRED COMPETENCIES

Specific Knowledge

- Knowledge of the government's Motor Vehicle Policy;
- Knowledge of basic auto mechanics;
- Knowledge of Tax Administration Jamaica operations and functions ;

Required Skills and Specialized Techniques

- Good communication skill;
- Good interpersonal and team skills;
- Good time management skill;
- Ability to take initiative and read road maps;

Qualification and Experience

- 5 CXC's including Mathematics and English Language or Grade Nine Achievement Certificate;

- General Drivers Licence;

➤ **Manager, Taxpayer Service (Level 6)**

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 as well as ensuring the security and availability of stock.

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 Operational and Work Plans with the supporting budget for the Unit, 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;
- Ensures staff is aware of and operates in accordance with all relevant laws, policies;
- Maintains effective working relations with external and internal stakeholders and ensures that the Unit provides a consistently high level of service.

Technical and Professional Duties

- Provides a wide range of taxpayer assistance and services within the ambit of various revenue laws and regulations;
- 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, guides, Return forms, applications 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, and 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 Taxpayer Registration Numbers, Motor Vehicle Titles and Driver's License;
- Monitors the operating standards for the processing of all applications 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 system;
- Authorizes GCT registration letters for individuals and enterprises conducting business;
- Prepares and submits reports;
- Performs any other duties assigned by Senior Manager/Collector of Taxes.

Human Resource Management Duties

- Develops and manages the Unit's HR plan that addresses staff requirements and succession planning and liaises with the Senior Manager/Collector of Taxes;
- 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;
- Performs other related duties assigned by the Senior Manager/Collector of Taxes.

REQUIRED COMPETENCIES

Specific Knowledge

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

Required Skills and Specialized Techniques

- Very good decision-making, planning, organizing and analytical skills;

- Very good time management and judgement skills;
- Good communication, interpersonal and team building skills;
- Ability to take initiative;

Qualification and Experience

- BSc. Degree in Management Studies, Public Administration or other related discipline or equivalent;
- Diploma in Tax Audit and Revenue Administration (TARA);
- Four (4) years' experience, two (2) of which should be at a supervisory level;

WORKING CONDITIONS

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

➤ 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 judgement 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

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.

Required Skills and Specialized Techniques

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

- Good interpersonal and customer service skills;

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%).
-

➤ 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 application 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 application for Taxpayer Registration Number (TRN) application;
- 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 require;
- Approves Certificate of Payment for Property;
- Conducts customer satisfaction survey;
- 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

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.

Required Skills and Specialized Techniques

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

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 Valuer (Level 5)**

JOB PURPOSE

To appraise real estate property on complex valuation cases for Transfers on death and Intervivos Transfers, settle objections to Valuation and advise the Manager on property appraisals. The Incumbent is also responsible for conducting research to determine the area stratification for valuation purposes.

KEY RESPONSIBILITY AREAS

Technical and Professional Duties

- Appraise properties and prepares valuation report;
- Examines and interprets Sales Agreement, Transfers and Estate documents to verify accuracy of declared values;
- Assists in developing Operational Work Plan for the Unit;

- Conducts investigation and area analysis;
- Conducts caseload reviews;
- Settles complex objection cases;
- Represents TAJ in valuation matters at the Revenue Appeals Department;
- Conducts ad hoc valuation on properties for MOCA, FID and TAJ;
- Testifies in Court in a technical capacity for the Assistant General Manager, Audit and Assessment;
- Interprets the Stamp Duty and Transfer Tax Act and regulations used to carry out valuations;
- Provides guidance and support to Valuers;
- Assists in the training and development of staff
- Prepares and submits monthly reports;
- Performs other related duties as assigned by the Manager, Valuation/Assistant General Manager, Audit and Assessment.

REQUIRED COMPETENCIES

Specific Knowledge

- Excellent knowledge in property valuation and RICS;
- Excellent knowledge of the Stamp Duty and Transfer Tax Acts;
- Excellent knowledge of the functions and operations of Tax Administration Jamaica;
- Working knowledge of relevant computer systems and applications;

Required Skills and Specialized Techniques

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

Qualifications and Experiences

- B.Sc. in Land Economy and Valuation Surveying;
- Three (3) years related work experience.

WORKING CONDITIONS

- Irregular working hours;

- Exposure to dust, dirt, inclement weather conditions;
- Adverse social conditions;
- Travel (50%).

➤ **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 application for Tax Compliance Certificates (TCC);
- Approves application 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

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;

Required Skills and Specialized Techniques

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

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.
-

➤ **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, ensuring;
 - 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

Specific Knowledge

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

- Working knowledge of relevant computer applications.

Required Skills and Specialized Techniques

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

➤ 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 collectable;
- 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 judgment 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

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;

Required Skills and Specialized Techniques

- Excellent judgment, 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.

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%).
-

➤ 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 analyze 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

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;

Required Skills and Specialized Techniques

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

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 time;
 - Exposure to dust, dirt and inclement weather conditions;
 - Adverse social conditions;
 - Field work required (60%).
-

- **Valuation Surveyor (Level 4)**

JOB PURPOSE

To conduct real estate research, collect and analyse property sales data, value properties for transfers on death, Intervivos Transfers and settle objections.

KEY RESPONSIBILITY AREAS

Technical and Professional Duties

- Organises and conducts real estate research;
- Maintains database of sales information;
- Analyses property sales and other data;
- Prepares value standards for property areas;
- Conducts valuation of properties;
- Prepares valuation report for approval;
- Liaises with Senior Valuer and Manager in respect of suggestions, difficulties and possible changes in procedures;
- Settles objection cases and assists in preparing appeal cases;
- Provides assistance to Senior Valuer in specialist and complex valuation cases;
- Conducts valuations for MOCA, FID;
- Testifies in Court in a technical capacity for the Assistant General Manager, Audit and Assessment;
- Performs other related duties assigned by the Manager, Valuations.

REQUIRED COMPETENCIES

Specific Knowledge

- Expert knowledge in property valuation and standards (RICS);
- Expert knowledge of the Acts governing Stamp Duty and Transfer Tax;
- Knowledge of quantity surveying;
- Knowledge of the functions and operations of Tax Administration Jamaica;
- Working knowledge of computer systems and the relevant applications.

Required Skills and Specialized Techniques

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

Qualifications and Experiences

- B.Sc. in Land Economy and Valuation Surveying or the equivalent ;
- Two (2) years related work experience.

WORKING CONDITIONS

- Some exposure to disagreeable conditions (dust, dirt and inclement weather);
 - Required to work outside of the normal working hours;
 - Exposure to adverse social conditions;
 - Travel (50%).
-

➤ **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;
- Respond 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 1st 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

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;

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 skill;

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.
-

➤ E-Support Agent (Level 3)

JOB PURPOSE

To promote Tax Administration Jamaica's Electronic Support facilities, register and guide taxpayers on using these facilities, resolve e-support queries and conduct customer service surveys.

KEY RESPONSIBILITY AREAS

Technical and Professional Duties

- Promotes and advises taxpayers of tax related electronic services that are available (e.g., E-Filing and E-Payment) their applicability and their benefits;
- Advises in-calling customers of the electronic Tax Reminder (Tax Rem) System;
- Assists customers with on-line registration for Tax Rem. and creation of E-Payment Accounts;
- Guides customers in using the E-Payment portal;
- Completes taxpayers registration for E-Filing, after verifying the accuracy and completeness of the taxpayers' e-mailed confirmation;
- Verifies the e-services registration status for customers having difficulty accessing the system;
- Stores confirmation responses as well as completed and incomplete electronic registration forms in appropriate folders on the system;
- Assists taxpayers with filing their returns on-line, checks the payroll and other "Returns" documents to identify errors which may prevent the files being uploaded and provides advice on the corrective measures to be taken;

- Responds to e-filing queries and issues experienced by customers through all available media (i.e. telephone, face-book, live chat and email);
- Updates the E-Service Log with customer's identity, nature of the issue, the resolution offered and by whom;
- Compiles and submits a lists of new E-Service queries and the responses provided for addition to the Frequently Asked Questions (FAQs) Database;
- Assists with demonstrating registration procedures and use of E-Filing and E-Payment systems at seminars, fairs and expositions;
- Assists E-Portal customers to gain access to the system by using the E-Care programme to unlock their user name, reset the passwords and updating their email addresses;
- Completes the relevant information form and updates addresses etc. on the Taxpayer Registration Number (TRN) database;
- Performs any other related duties assigned by the Manager.

REQUIRED COMPETENCIES

Specific Knowledge

- Excellent knowledge of all tax related goods and services;
- Good knowledge of the tax laws;
- Working knowledge of the objectives, operations and functions of Tax Administration Jamaica;
- Working knowledge of computer systems and the relevant applications;

Required Skills and Specialized Techniques

- Excellent communication, interpersonal and team skills;
- Excellent time management and problem solving skills;
- Good planning, leadership and organizing skills;

Qualification and Experience

- BSc in Business Administration, Accounting or the equivalent qualification;
- Certificate in Computer Studies;
- At least two (2) years' experience in a related area.

WORKING CONDITIONS

- Normal office environment.
-

➤ **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 collectable;
- 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

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.

Required Skills and Specialized Techniques

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

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%).
-

➤ 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 transaction;
- Scans signatures on Driver's licence application form, 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

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.

Required Skills and Specialized Techniques

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

Qualifications and Experiences

- Associate Degree in Business Administration or equivalent;
- One (1) year working experience.

WORKING CONDITIONS

- Normal office environment;
 - Irregular working hours.
-
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➤ Batch Control Officer (Level 2)

JOB PURPOSE

To collect, examine, check and batch all Tax Returns submitted to the Office.

KEY RESPONSIBILITY AREAS

Technical and Professional Duties:

- Collects Returns from Collections Officers and Taxpayer Service Officers;
- Checks Tax Returns to ensure accuracy of TRN, Branch, Return Type, and Amount against Fact of Filing (FoF) information from Integrated New Cash Remittance System (INCRS);
- Identifies errors on Tax Returns and returns to Collections Officers or Taxpayer Service Officers to be corrected;
- Notifies taxpayers of any errors made on Tax Returns;
- Retrieves corrected Tax Returns from Collections Officers, Taxpayer Service Officers or taxpayers where necessary;
- Batches corrected Tax Returns in Collection Station Order, Tax and Return Types;

- Ensures each Taxpayer Service Officer and Collections Officer close their Fact of Filing batch screen at the end of the day to allow for the accurate printing of the Batch Control Sheet;
- Attaches Batch Control Sheet and checks each for date, station number, tax type, return type, amount, TRN, payment period and number of returns against Tax Returns;
- Prints and checks Super Batch Control Sheet that lists all the Batch Control Sheets that have been printed and attaches to Tax Returns;
- Sends batches to the Decentralized Data Capturing Facility (DDCF);
- Performs any other related duties assigned.

REQUIRED COMPETENCIES

Specific Knowledge

- Knowledge of Tax Administration Jamaica's functions and operations;
- Working knowledge of computer systems and the relevant applications;
- In-depth knowledge of Tax Return forms;

Required Skills and Specialized Techniques

- Good communication skill;
- Good team and interpersonal skills;
- Must be trustworthy and honest;
- Ability to pay attention to details;
- High level of accuracy;

Qualifications and Experience

- Associate Degree in Business Administration or equivalent qualification;
- One (1) year experience in a related field.

WORKING CONDITIONS

- Normal office environment;
- Irregular working hours.

Interested persons are invited to submit applications with resumes no later than **Friday, March 29, 2019 to:**

**The Recruitment Officer
Tax Administration Jamaica**

NCB South Towers
2 Oxford Road, 9th Floor
Kingston 5

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

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

-End-