

JOB DESCRIPTION & SPECIFICATION

Job Title:	Senior Compliance Officer
Classification/ Grade:	Level 5
Functional Area:	Operations Division – Revenue Service Centre
Reports to:	Manager, Compliance
Manages Directly:	N/A
Manages Indirectly:	N/A

This document is validated as an accurate and true description of the job as signified below.

Employee

Date

Head of Division/Unit

Date

Date received in HRM&D Division

Date created/revised

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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 OUTPUTS

- Revenue collected and accounted for;
- Debt write-off recommended;
- Payment settlements/arrangements negotiated with delinquent taxpayers;
- Enforcement actions implemented;
- Documentary evidence to support the cases of Government for Court hearing prepared;
- Relationship with taxpayers/representatives and other stakeholders developed and maintained;
- Taxpayer accounts reconciled;
- Case file management system maintained;
- Reports prepared and submitted.

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;

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- 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;
- Supports the identification and management of risks within the organization and by extension the respective area of work;
- Performs other duties assigned by the Manager, Compliance.

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PERFORMANCE STANDARDS

This job is satisfactorily performed when:

- Revenue is collected and properly accounted for, in accordance with the FAA Act and other financial regulations;
- Debt write – offs are recommended according to the regulations;
- Realistic payment arrangements/settlements are negotiated and made with delinquent taxpayers;
- Applicable enforcement actions are taken against negligent taxpayers;
- Admissible documentary evidence and witnesses are gathered to support the government's case in Court Hearings;
- Extremely professional relationships are developed with taxpayers and/or their representatives;
- Taxpayers' accounts are promptly updated as soon as payments are made;
- The case file management system is properly maintained as stipulated;
- Reports prepared and submitted in keeping with established standard and agreed timelines.

AUTHORITY TO:

- Recommend legal actions;
- Make recommendation(s) for write-offs on Accounts;
- Enforce compliance through legal/administrative action;
- Recommend changes to improve policy or programmes to enhance voluntary compliance;
- Negotiate payment arrangements with delinquent taxpayers for outstanding liabilities.

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CONTACTS	NATURE OF CONTACT
<i>Internal</i> Auditors, Client Relationship Managers, Legal Officers	To discuss tax related issues
<i>External</i> Taxpayer and their representatives Government MDAs	Share information on tax policies and all tax related and relevant issues To share tax related information

REQUIRED COMPETENCIES

(a) Specific Knowledge

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

(b) Required Skills and Specialised Techniques

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

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(c) Qualification and Experience

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

WORKING CONDITIONS

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

Vision Statement

A World-Class Tax Administration

Mission Statement

To collect the Revenue due in an equitable and cost-effective manner, foster voluntary compliance, provide excellent service to our customers through an engaged and empowered staff.