



JOB POSTING

June 2018

Permanent Secretaries and Heads of Departments are asked to invite applications from suitably qualified officers in their Ministries/Departments to fill the following positions in **Tax Administration Jamaica** as listed below:

Management Services Division

1. **Chief Administration Property & Security Officer (Level 9)**, salary range \$5,400,924 - 6,642,456 per annum and any applicable allowance(s); **(1 position - Kingston)**
2. **Manager, Property Service (Level 7)**, salary range \$3,453,263-4,247,078 per annum and any applicable allowance(s); **(1 position - Administration, Property & Securities Unit - St. Andrew Revenue Services Centre)**
3. **Senior Accountant, Revenue Statement (Level 5)**, salary range \$2,070,761 - 2,546,775 per annum and any applicable allowance(s); **(1 position - Finance & Accounts Unit)**
4. **Senior Accountant, Final Accounts (Level 6)**, salary range \$2,674,113 - 3,288,822 per annum and any applicable allowance(s); **(1 position - Finance & Accounts)**

Strategic Services Division

5. **Enterprise Risk Management Analyst (Level 6)**, salary range \$2,674,113 - 3,288,822 per annum and any applicable allowance(s); **(2 positions - Kingston)**
6. **Research Officer (Level 5)**, salary range \$2,070,761 - 2,546,775 per annum and any applicable allowance(s) **(1 position -Kingston)**

Commissioner General's Executive Office

7. **Senior Internal Auditor (Level 6)**, salary range \$2,674,113 – 3,288,822 per annum and any applicable allowance(s); **(1 position – Internal Audit Unit, Kingston) – Not Vacant**
8. **Internal Auditor (Level 5)**, salary range \$2,070,761 – 2,546,775 per annum and any applicable allowance(s); **(2 positions – Internal Audit Unit, Kingston)**
9. **Branding Officer (Level 5)**, salary range \$2,070,761 – 2,546,775 per annum and any applicable allowance(s) **(1 position – Corporate Communications Unit, Kingston)**

Operations Division

10. **Assistant General Manager- Audit & Assessment (Level 8)**, salary range \$4,459,432 – 5,484,539 per annum and any applicable allowance(s); **(1 position – Montego Bay Revenue Service Centre) – Not Vacant**
11. **Senior Manager/Collector of Taxes (Level 7)**, salary range \$3,453,263 – 4,247,078 per annum and any applicable allowance(s); **(1 position – Savanna-la-mar Tax Office)**
12. **Senior Compliance Officer (Level 6)**, salary range \$2,674,113 – 3,288,822 per annum and any applicable allowance(s); **(2 positions – LTO locations are listed)**
 - Large Taxpayer Office (St. Andrew) - (1 positions)
 - Large Taxpayer Office (Montego Bay) - (1 position)
13. **Client Relationship Manager (Level 6)**, salary range \$2,674,113 – 3,288,822 per annum and any applicable allowance(s); **(1position – Montego Bay Revenue Service Centre)**
14. **Senior Compliance Officer (Level 5)**, salary range \$2,070,761 – 2,546,775 per annum and any applicable allowance(s); **(4 positions – locations are listed)**
 - St. Andrew Revenue Service Centre - (2 positions)
 - Spanish Town Tax Office - (1 position)
 - Portmore Tax Office - (1 position)
15. **Senior Taxpayer Service Officer (Level 5)**, salary range \$2,070,761 – 2,546,775 per annum and any applicable allowance(s); **(1 position – St. Andrew Revenue Service Centre)**

16. **Senior Taxpayer Accounts Officer (Level 5)**, salary range \$2,070,761 – 2,546,775 per annum and any applicable allowance(s); **(1 position – Christiana Tax Office)**
17. **Intelligence Officer (Level 5)**, salary range \$2,070,761 – 2,546,775 per annum and any applicable allowance(s); **(2 positions - Intelligence, Investigations & Enforcement Unit – Montego Bay Revenue Service Centre)**
18. **Senior In-bound-Outbound Agent (Level 5)**, salary range \$2,070,761 – 2,546,775 per annum and any applicable allowance(s); **- (1 position -Customer Care Centre)**
19. **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)**
20. **Compliance Officer (Level 4)**, salary range \$1,603,541 – 1,972,153 per annum and any applicable allowance(s); **(12 positions- locations are listed)**
- St. Andrew Revenue Service Centre - (3 positions)
 - Cross Roads Tax Office - (1 position)
 - Kingston Revenue Service Centre - (2 positions)
 - Montego Bay Revenue Service Centre (1 position)
 - Savanna-la-mar Tax Office - (3 positions)
 - Santa Cruz Tax Office - (1 position)
 - Christiana Tax Office - (1 position)
21. **Taxpayer Service Officer (Level 4)**, salary range \$1,603,541 – 1,972,153 per annum and any applicable allowance(s); **(5 positions – locations are listed)**
- St. Andrew Revenue Service Centre - (1 position)
 - Montego Bay Revenue Service Centre - (1 position)
 - Savanna-la-mar Tax Office - (2 positions)
 - Christiana Tax Office - (1 position)
22. **Supervisor, Returns Processing (Level 4)**, salary range \$1,603,541 – 1,972,153 per annum and any applicable allowance(s); **(2 positions – locations are listed)**
- St. Andrew Revenue Service Centre - (1 position)
 - Kingston Revenue Service Centre - (1 position)

23. Collections Officer (Level 4), salary range \$1,603,541 – 1,972,153 per annum and any applicable allowance(s); **(4 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)

- Morant Bay Tax Office - (1 position)
- Christiana Tax Office - (1 position)
- Falmouth Tax Office - (1 position)
- Montego Bay Revenue Service Centre - (1 position)

24. Taxpayer Accounts Officer (Level 4), salary range \$1,603,541 – 1,972,153 per annum and any applicable allowance(s); **(8 positions – locations are listed)**

- Port Antonio Tax Office - (1 position)
- Morant Bay Tax Office - (1 position)
- Montego Bay Revenue Service Centre - (1 Position)
- Falmouth Tax Office - (1 position)
- Mandeville Revenue Service Centre - (2 positions)
- May Pen Tax Office - (1 position)
- Black River Tax Office - (1 position)

25. Valuer (Level 4) salary range \$1,603,541 – 1,972,153 per annum and any applicable allowance(s); **(1 position – Montego Bay Revenue Service Centre)**

26. Junior Compliance Officer (Level 3), salary range, \$1,241,739 – 1,527,182 per annum and any applicable allowance(s) **(7 positions – locations are listed)**

- Kingston Revenue Service Centre - (1 position)
- Portmore Tax Office - (1 position)
- St. Ann's Bay Tax Office - (2 positions)
- Mandeville Revenue Service Centre - (3 positions)

27. Document Authentication Verifier (Level 3), salary range, \$1,241,739 – 1,527,182 per annum and any applicable allowance(s) **(2 positions – locations are listed)**

- Kingston Revenue Service - (1 position)

- Montego Bay Revenue Service Centre - (1 position)
28. **In-bound-Outbound Agent (Level 3)**, salary range \$1,241,739 - 1,527,182 per annum and any applicable allowance(s) - (3 positions - Customer Care Centre - May Pen Tax Office)
29. **E-Support Agent (Level 3)**, salary range \$1,241,739 - 1,527,182 per annum and any applicable allowance(s) - (2 positions - Customer Care Centre - May Pen tax Office)
30. **Returns Processing Officers Level 3)**, salary range \$1,241,739 - 1,527,182 per annum and any applicable allowance(s) - (5 positions - Locations are listed)
- Cross Roads Tax Office - (1 position)
 - Kingston Revenue Service Centre - (2 positions)
 - Spanish Town Tax Office - (2 positions)
31. **Batch Control Officer (Level 2)**, salary range \$961,569 - 1,182,608 per annum and any applicable allowance(s) - (1 position - Christiana)

Job Descriptions

1. Chief Administration Property & Security Officer - (Level 9)

JOB PURPOSE

To plan, direct and coordinate the management and execution of all functions relating to administration, property management and security at premises owned and/ or occupied by TAJ staff island-wide; ensure all amenities are adequate and suitable to meet Tax Administration's needs; provide a safe and secure working environment by ensuring the establishment and observance of systems for the protection of TAJ's personnel, visitors and physical assets during routine as well as emergency situations.

KEY RESPONSIBILITY AREAS

Management and Administrative Duties

- Provides leadership, support and guidance to staff to ensure that the Branch is effectively managed;
- Guides the preparation of the Operation and Work Plans with the supporting budget for the Branch ensuring that all the relevant activities to be under taken and required resources are considered and that expenditures are made within the budgetary allocation;
- Plans, coordinates and directs all the activities of the functional areas and monitors the performance of the Branch;

- Establishes and enforces standards and rules of professional conduct for staff within the Branch in order to maintain the highest degree of confidence in its integrity and efficiency;
- Ensures staff is aware of and operates in accordance with all the relevant laws and policies;
- Ensures staff has sufficient and appropriate physical resources to undertake their duties efficiently and effectively;
- Develops and maintains effective working relations with external and internal stakeholders, ensuring that the Branches provides a consistently high level of service. Plans, coordinates and directs all the activities of the functional areas;

Technical and Professional Duties

- Oversees the acquisition of land and buildings etc. for the accommodation of Tax Administration Jamaica;
- Reviews recommendation for the renovation or construction of office buildings and leads initiatives to acquire, construct, upgrade and maintain premises in the most cost-effective manner;
- Coordinates and manages the Capital Budget;
- Prepares and manages the budget for maintenance and energy conservation services to ensure that clear and demonstrable cost management is maintained;
- Oversees the preparation of Project Charters, Scope of Works and Requests for Proposal (RFP);
- Ensures strict adherence to the Ministry of Finance's procurement policy and guidelines;
- Manages, maintains and ensures the security of TAJ's inventory and assets;
- Approves furniture and equipment listed to be sent for Board of Survey;
- Approves documents prepared recommending unserviceable motor vehicles to the Board of Survey, after consultation with the Electrical and Maintenance Services, of Ministry of Transport and Works;
- Maintains logistic information on all vehicles necessary to generate rational. management decisions;
- Ensures strict adherence to the Department's Motor Vehicle Fleet policy and proper use of petrol advance cards ;
- Oversees the activities of technical and professional consultants and contractors required to undertake maintenance and/or constructions projects;
- Liaises with contractors/suppliers in resolving discrepancies on a timely basis;
- Ensures that a safe and secure working environment is provided at all TAJ locations;
- Develops and monitors security plans/programmes for physical security, incident management and investigation;
- Provides leadership and advice to management on security policies and practices, identifies risks and develops and recommends mitigating strategies;
- Develops and implements guidelines to govern "use of force procedures" by armed and unarmed security personnel at TAJ's locations;

- Develops and implements policies and procedures to regulate the conduct of persons at TAJ's locations;
- Develops and implements security plans, policies and guidelines governing access privileges to TAJ's facilities;
- Collaborates with key business Units in the preparation of a Comprehensive Disaster Preparedness and Emergency Plan;
- Establishes and maintains communication with key external agencies such as the Office of Disaster Preparedness and Emergency Management (ODEPEM), the Red Cross, the Jamaica Constabulary Force and the Jamaica Defence Force to formulate strategies to be employed in case of emergencies.
- Investigates and responds to audit queries from the Internal Audit Division and/or the Auditor General's Department;

Human Resource Management Duties

- Develops and manages the Branch's HR plan that addresses staff requirements and succession planning and liaises with the Human Resource Branch;
- Participates in the recruitment of staff for the Branch and ensures that they are aware of and adhere to the policies and procedures of the Department;
- Conducts periodical reviews of supervisees in accordance with the Operation and Work Plans;
- Completes final performance assessments and recommends appropriate training and development programmes;
- Develops and maintains effective cooperative working relationships with staff;
- Initiates and participates in disciplinary proceedings relating to staff members within the Branch and implements corrective measures;
- Ensures that all TAJ values especially integrity- are embraced by all staff members within the Branch.

REQUIRED COMPETENCIES

Specific Knowledge

- Excellent knowledge of Government Procurement Policies and Guidelines;
- Excellent knowledge of security issues and the national security environment;
- Excellent knowledge of contract and property management;
- Excellent knowledge of Tax Administration Jamaica operations and functions;
- Excellent knowledge of risk management and security procedure;
- Excellent knowledge of management principles, practises and procedures;
- Sound knowledge of the Financial Administration and Audit (FAA) Act and other applicable regulations and guidelines;
- Sound knowledge of Disaster preparedness and Emergency Management Planning
- Working knowledge of computer systems and relevant applications;

Required Skills and Specialized Techniques

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

Qualification and Experience

- M.Sc. in Management/ Public Sector/ Business Administration or the equivalent qualifications;
- Certificate in Project Management would be an asset;-
- Six (6) years' experience in a related field with at least three (3) years in a senior management position;
- Experience in developing and implementing security systems and procedures would be an asset;
- Experience in property management and/or building maintenance would be an asset.

WORKING CONDITIONS

- Normal office environment with some exposure to disagreeable conditions;
- Numerous critical deadlines and multiple competing projects;
- Required to work outside of the normal working hours;
- Travel (30% - 40%).

2. Manager, Property Service - (Level 7)

JOB PURPOSE

To manage and monitor the overall maintenance and upkeep of Tax Administration Jamaica's Business Offices in the assigned region/area, recommending and providing oversight for the construction and renovation of offices and monitor services provided in keeping with contractual arrangements.

KEY RESPONSIBILITY AREAS

Management and Administrative Duties:

- Provides leadership, support and guidance to all staff to ensure that Unit is effectively managed;
- Assists with the development of the Operation and Work Plans with the supporting budget for the Unit ensuring that all the relevant activities to be under taken and required resources are considered and that expenditures are made within the budgetary allocations;

- Manages and monitors the performance of the Unit;
- Prepares the monthly Performance Reports for submission;
- Establishes and enforces standards and rules of professional conduct for staff within the Unit in order to maintain the highest degree of confidence in its integrity and efficiency;
- Ensures staff is aware of and operates in accordance with all relevant laws and policies;
- Maintains effective working relations with external and internal stakeholders, ensuring that the Unit provides a consistently high level of service;

Technical and Professional Duties:

- Inspects and examines buildings housing Tax Administration Offices and makes recommendation for construction, renovation and/or repairs for the offices in the assigned area/region;
- Develops Project Charters;
- Prepares Scope of Works;
- Prepares Bill of Quantities;
- Guides the evaluation of tender and bid documents;
- Monitors the construction and renovation of Tax Administration offices;
- Monitors the work of assigned contractors for optimum performance and value for money;
- Manages and monitors major repairs and maintenance of the office facilities;
- Monitors the maintenance and servicing of generators and air conditioners;
- Monitors the installation, operation and maintenance of PBX systems in collaboration with the Information and Communication Technology (ICT) Branch;
- Conducts monthly checks of the offices in accordance with the Maintenance Checklist;
- Manages and monitors the general maintenance and upkeep of the grounds of offices in keeping with occupancy obligations;
- Arranges and assigns parking;
- Monitors contracts for all contractual services under portfolio responsibilities;
- Communicates with service providers on weaknesses and deficiencies found in the provision of services relating to the offices in the respective jurisdiction;

- Performs duties as Recovery Manager for assigned locations in the event of a disaster;
- Performs any other related duties that are assigned by the Director;

Human Resource Management Duties:

- Participates in the recruitment of staff for the Unit and ensures that they are aware of and adhere to the policies 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;
- Ensures that all TAJ values- especially integrity- are embraced by all division staff.

REQUIRED COMPETENCIES

Specific Knowledge

- Good knowledge of property management and maintenance;
- Knowledge of Tax Administration Jamaica's operations and functions;
- Knowledge of Government's procurement policy and guidelines as well as other relevant governing policies;
- Knowledge of the Financial Audit and Administration (FAA) Act;
- Knowledge of ethical issues in business;
- Knowledge of management principles and practices;
- Working knowledge of computer systems and relevant applications.
- Ability to read and interpret Building Plans.

Required Skills and Specialized Techniques

- Excellent management and decision making skills;
- Excellent leadership and negotiating skills;
- Excellent communication, interpersonal and team skills;
- High level of initiative, professionalism, good work ethics, time management and the ability to work under pressure.

Qualification and Experience

- B.Sc. in Construction Engineering/Property Management or equivalent;

- Diploma in Project Management;
- Certificate in Business Management;
- Five (5) years' experience in a related area.

WORKING CONDITIONS

- Frequent exposure to disagreeable working condition (safety precautions necessary);
- Required to work beyond normal working hours;
- Travel (50-60%).

3. Senior Accountant, Revenue Statement - (Level 5)

JOB PURPOSE

To maintain monthly Revenue Collection abstracts which detail the total amounts collected for all tax types from each Tax Office island-wide and to maintain the Deposit Ledgers

KEY RESPONSIBILITY AREAS

Technical and Professional Duties:

- Ensures that the revenue totals posted by Tax Types are accurately posted and classified on the Revenue Financial Statements under their respective headings against information from the Collection's Cash Book;
- Compiles a Revenue Collections Abstract with information from the Financial Statements;
- Maintains a running balance for Revenue Collections according to tax types and Tax Office;
- Compiles a monthly Payment Abstract detailing information re: lodgements, refunds and Revenue Deposits paid for all Tax Offices;
- Reconciles totals in Revenue Collections Abstract against totals in Payment Abstract for each Tax Office;
- Prepares adjustment vouchers to outlining all discrepancies, and posts adjustment information to the relevant Revenue Abstracts;
- Maintains Deposit Account Ledger for all Revenue Deposit received and Revenue Deposit paid;
- Notifies manager of discrepancies identified for resolution;
- Prepares and submits reports;
- Performs any other duties assigned by the Manager, Revenue Accounting and Verification.

REQUIRED COMPETENCIES

Specific Knowledge

- Comprehensive knowledge of the Financial Administration and Audit (FAA) Act and other accounting principles;
- Comprehensive knowledge of Tax Administration Jamaica operations and functions;
- Working knowledge of computer systems and the relevant applications.

Required Skills and Specialized Techniques

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

Qualification and Experiences

- Bachelor's Degree in Accounting or Business Administration or the equivalent qualification;
- Government Accounting Level 2;
- Two (2) years' work related experience

WORKING CONDITION

- Normal office environment.

4. Senior Accountant, Final Accounts - (Level 6)

JOB PURPOSE

To prepare the monthly and annual expenditure financial statements for Tax Administration Jamaica (TAJ) and to ensure timely submission to the Financial Secretary and Auditor General.

RESPONSIBILITY AREAS

Management and Administrative Duties

- Prepares and implements Work Plan for the team;
- Manages and monitors the performance of the team;
- Prepares the monthly Performance Reports for submission;
- Ensures staff is aware of and operates in accordance with all relevant laws and policies;
- Maintains effective working relations with external and internal stakeholders, ensuring that the team provides a consistently high level of service.

Technical and Professional Duties

- Prepares monthly Financial Statements in accordance with Financial Administration and Audit (FAA) Act;
- Prepares annual appropriation accounts in accordance with FAA Act;
- Analyses Appropriation Accounts and provides explanation of variances in collaboration with the Budget Formulation and Analytics Unit;
- Prepares response to audit queries;
- Prepares submissions to Ministry of Finance for virement of funds;
- Examines all bank reconciliation statements to ensure they are reconciled;
- Manages the preparation of Journal vouchers for updating the accounts;
- Examines and certifies all journals and submits to the Manager, Expenditure Management for authorization;
- Ensures receipts are posted and reconciled with lodgement;
- Ensures expenditure from TSA is properly posted;
- Verifies correspondences to be sent to the bank in respect of variances identified on the bank statements;
- Manages advances and ensures they are classified and the accounts updated;
- Performs other related duties assigned by the Manager.

REQUIRED COMPETENCIES

Specific Knowledge

- In-depth knowledge of the Financial Administration and Audit Act
- Excellent knowledge of financial management and budget control techniques.
- Knowledge of the objectives, policies, programmes and operations of Tax Administration Jamaica
- Knowledge of management practices and principles.
- Excellent knowledge of automated financial management control systems and other relevant applications (excel).

Required Competencies

- Excellent time management, planning and organizational skills;
- Excellent leadership skills;
- Excellent human relations skills;
- Analytical and problem solving skills;
- Good oral and written communication skills.

Qualifications and Experience

- BSc in Accounting or ACCA Level II or equivalent;
- Diploma/Certificate in Government Accounting;
- Three (3) years related work experience.

WORKING CONDITIONS

- Normal office environment;
- Adherence to strict deadlines;
- Required to work beyond normal working hours;
- Travel (10-20%).

5. Enterprise Risk Management Analyst (Level 6)

JOB PURPOSE

To collect data to identify and analyses TAJ's risk; create and monitor the Risk Register and database; monitor risk management issues; assess and report the risks within the organization.

KEY RESPONSIBILITY AREAS

Technical and Professional Duties:

- Facilitates the implementation of processes, tools and systems to identify; assess, measure, manage, monitor and report risks;
- Assists in the development of and manages processes to identify and evaluate business areas' risks and risk control self-assessment;
- Contributes to the development of risk policies and procedures;
- Supports the Director, Enterprise Risk Management (ERM) in the effective and efficient management of risks across the organization;
- Performs analyses of the organization's risk and risk events to identify trends, gaps and recommends mitigation strategies;
- Establishes and maintains collaborative partnerships with Risk Management Committee and risk management participants and supports their risk management initiatives;
- Develops and recommends policies, and other documentation as required;
- Ensures adherence to risk standards and procedures;
- Coordinates and conducts risk workshops where enterprise gaps are identified;
- Facilitates the development of risk response strategies (mitigation plans);

- Promotes the establishment and maintenance of a risk management philosophy and culture within TAJ;
- Monitors major and critical risk issues;
- Communicates with risks owners;
- Maintains knowledge of ERM and technology industry trends, and ensures the organization's ERM programme meets expectation;
- Researches, proposes and enhances effective risk methods informed by best practice;
- Monitors risk compliance by line management;
- Performs other related duties assigned by the Director.

REQUIRED COMPETENCIES

Specific Knowledge

- Excellent knowledge of the operations and functions of Tax Administration Jamaica;
- Excellent knowledge of risk management processes including understanding of risk management model, risk management analysis and risk mitigation;
- Excellent knowledge of conducting data analysis and research;
- Comprehensive knowledge of computer systems and the relevant applications

Required Skills and Specialized Techniques

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

Qualification and Experience

- BSc in Business Administration or the equivalent qualification;
- Specialized training in Risk Management;
- Four (4) years related work experience.

WORKING CONDITIONS

- Normal office environment;
- Travel (30-40%).

6. Research Officer (Level 5)

JOB PURPOSE

To support the Director in identifying, collecting, organizing, analyzing, and disseminating information in order to enhance the planning and decision making processes.

KEY RESPONSIBILITY AREAS

Technical and Professional Duties

- Designs and implements research instruments;
- Provides research support to the Divisions and Branches within TAJ;
- Assists with the processing and analysis of research data;
- Assists with the design and implementation of research activities;
- Prepares appropriate reports based on research findings;
- Maintains statistical database to provide current and relevant data to enhance the decision making process;
- Assists with the dissemination of research findings to various stakeholders;
- Assists with the analysis of Plans to ensure the achievement of TAJ's policy objectives, outputs and targets;
- Assists with quality control of planning document and other reports from the Branch;
- Keeps up-to-date with research/policy developments;
- Performs other related duties assigned by the Chief Strategic Planning and Research Officer.

REQUIRED COMPETENCIES

Specific Knowledge

- Excellent knowledge of research methods and statistical techniques;
- Excellent knowledge of computer systems and the relevant software including databases;
- Working knowledge of TAJ's operations and functions.

Required Skills and Specialized Techniques

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

Qualification and Experience

- BSc. Degree in Management Studies or equivalent professional qualification;
- Training in research methodology;
- Three (3) years related working experience.

WORKING CONDITIONS

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

7. Senior Internal Auditor (Level 6)

JOB PURPOSE

To conduct audits on the Department's operations, transactions, systems and procedures to ascertain whether they are in accordance with the provisions of the relevant laws, regulations, guidelines, and standards; provide recommendations where there is divergence; identify the potential risk to TAJ from varying situations and apply the necessary risk and control strategies.

KEY RESPONSIBILITY AREAS

Managerial and Administrative Duties

- Provides leadership and guidance to the junior Auditors, giving support and assistance as needed;
- Monitors and adjusts the performance of the Team in keeping with its Work Plan;
- Ensures that staff is informed of all new policies and regulations and has sufficient and appropriate physical resources to execute their duties efficiently and effectively;
- Ensures continuous adherence to all Departmental standards;
- Develops and maintains effective and cooperative working relations within and outside the Team supervised;
- Assists with the training of new staff members;

Technical and Professional Duties

- Conducts reviews and spot checks on the Department's accounting, operational and information systems and procedures to ensure compliance with the relevant Acts, regulations and guidelines and detect and prevent errors and fraud;
- Examines the effectiveness and adequacy of control systems;
- Undertakes regular checks of areas of the Department to detect any waste, idle capacity or extravagance in the use of resources;
- Observes and understands the business processes ensuring they are completely and accurately documented;
- Researches business best practice concepts and appropriately applies when the need arises;
- Communicates all issues raised with the recommended solutions;
- Develops audit programs and testing procedures;
- Reviews the audits conducted by the junior Auditors and provides technical advice;
- Obtains and reviews evidence ensuring audit conclusions are well documented;
- Monitors the work of the Team and ensures that all assignments are done in accordance with the set procedures and professional standards;
- Communicates with appropriate officers at various levels of management on deficiencies uncovered, causes, recommended changes and evaluation of subsequent corrective actions;
- Prepares audit reports with recommendations based on the findings and submits to the Director Internal Audit.

Human Resource Management Duties

- Manages the Unit's HR plan that addresses staff requirements and succession planning;
- 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 any other related duties assigned by the Director Internal Audit.

REQUIRED COMPETENCIES

a) Specific Knowledge

- Expert knowledge of the relevant tax laws, the Financial, Administration and Audit Act, and the Tax Administration's rules and regulations governing financial transactions;
- Expert knowledge of local and international auditing standards and guidelines;
- Comprehensive knowledge of accounting principles and standards;
- Comprehensive knowledge of the functions and operations of Tax Administration;
- Very good knowledge of computer systems and the relevant applications;

b) Required Skills and Specialized Techniques

- Excellent time management skill;
- Excellent analytical, decision making, problem solving and judgment skills;
- Excellent communication, interpersonal and team skills;

c) Qualifications and Experiences

- BSc. Degree in Accounting, Public Administration or Management Studies with specialty in Accounting or ACCA Level II;
- Diploma in Tax Audit Revenue Administration would be an asset;
- Three (3) years' work related experience.

WORKING CONDITIONS

- Normal office environment;
- Travel (50%)

8. Internal Auditor (Level 5)

JOB PURPOSE

To conduct audits by gathering, organizing and analyzing information on Tax Administration Jamaica's financial, accounting and operational activities to ascertain whether they are executed in accordance with the relevant standards, regulations and guidelines (including the Financial Administration and Audit Act) and make recommendations for improvement where there are deviations .

KEY RESPONSIBILITY AREAS

Technical and Professional Duties:

- Attends meetings with auditees to develop an understanding of the various business processes;
- Travels to various sites or locations and gathers documents and information from the relevant staff;
- Researches and assesses risk management processes and records the results gathered;
- Performs risk assessments on key business activities and uses the information to guide what to cover in audits;
- Provides support and guidance to management on how to handle new opportunities;
- Conducts research and interviews to anticipate emerging issues and decides how best to deal with them;
- Offers advices and guidance to managers and staff at all levels through courses and training sessions;
- Assesses the Departments' compliance with the necessary rules and regulations and makes recommendation where there are deviations; Prepares recommendations along with relevant staff members to make improvements to Operations and helps to secure support for them;
- Manages a variety of stakeholders and their expectations through regular, effective communications;
- Prepares reports highlighting issues and problems identified;
- Performs any other related duties assigned by the Senior Internal Auditor or Director, Internal Audit.

REQUIRED COMPETENCIES**a) Specific Knowledge**

- Comprehensive knowledge of the relevant tax laws, the Financial Administration and Audit Act (FAA);
- Comprehensive knowledge of Tax Administration's rules and regulations;
- Comprehensive knowledge of internal auditing and accounting principles and the applicable International Auditing Standards;
- Working knowledge of computerized financial management information systems;

Required Skills and Specialized Techniques

- Excellent financial analysis, decision making and problem solving skills;
- Good time management and organizing skills;
- Good communication and interpersonal skills;

Qualifications and Experiences

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

WORKING CONDITIONS

- Normal office environment;
- Travel (60-70%).

9. Assistant General Manager-Audit & Assessment (Level 8)

JOB PURPOSE

To plan, organize, direct and coordinate the activities of the Audit and Assessment Branch within the RSC, ensuring that audits undertaken are in accordance with the plans and strategic direction of Tax Administration Jamaica to enhance revenue collection and promote voluntary compliance.

KEY RESPONSIBILITY AREAS

Management and Administrative Duties

- Provides leadership, support and guidance to all staff to ensure that the Section is effectively managed;
- Guides the development of the Operational and Work Plans, with the supporting budget for the Section, 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 Section;
- Establishes and enforces standards and rules of professional conduct for staff within the Section in order to maintain the highest degree of confidence in its integrity and efficiency;
- Ensures staff is aware of and operates in accordance with all relevant laws and policies;
- Maintains effective working relations with external and internal stakeholders ensuring that the Section provides a consistently high level of service;

Technical and Professional Duties

- Provides technical advice to the General Managers on matters pertaining to taxpayers' audits and assessments;
- Advises supervisees on policies, procedures, laws, regulations, court decisions, precedent, accounting principles, auditing techniques and other matters relating to technical and administrative aspects of the work;
- Monitors the reviewing of audits, ensuring international and departmental standards are utilized and maintained;
- Resolves various types of complex issues regarding tax liabilities;
- Conducts random case reviews for quality and takes corrective actions;
- Reviews case load of the Audit and Assessment Branch and re-assigns cases when necessary;

- Reviews request for the change of tax status as a result of amended tax policy;
- Oversees the investigations of outstanding tax liabilities of customers and recommends or denies the granting of Tax Compliance Certificates (TCC), advising customers of the requirements to receive the TCC;
- Collaborates closely with Excise Officers to determine eligibility of request for licence of spirituous compounds and excisable goods;
- Approves requests for purchase of spirituous compounds for manufacturing companies
- Provides advice on status of manufacturing of spirituous and excisable goods;
- Implements and monitors resolution process to resolve taxpayers complaints;
- Responds to operational Audit queries;
- Liaises with Arrears Management and Compliance Officers to support the collection of assessments raised;
- Prepares for submission reports on portfolio area to the Policy Planning and Programmes Division in order to facilitate the development of programmes;
- Enforces and maintains standards and rules of professional conduct for the staff within the Audit and Assessment Branch in order to maintain the highest degree of public confidences in its integrity and efficiency;
- Conducts periodic visits and meets staff within the Tax Offices to monitor operations;

Human Resource Management Duties

- Develops and manages the Section's HR plan that addresses staff requirements and succession planning and liaises with the General Manager;
- Participates in the recruitment of staff for the Section and ensures that they are aware of and adhere to the policies and procedures of the Department;
- Conducts periodical reviews of supervisees in accordance with the Work Plan;
- Completes final performance assessments and recommends appropriate training and development programmes as necessary;
- Initiates and participates in disciplinary proceedings relating to staff members within the Section and implements corrective measures;
- Discusses staff's performance and completes the relevant Performance Evaluations;
- Identifies and submits the training, developmental and welfare needs of the staff;
- Coordinates and approves in-house training plans of the staff;
- Recommends vacation leave and approves/denies departmental leave for the staff;
- Performs other related duties assigned by the General Manager – RSC.

REQUIRED COMPETENCIES

Specific Knowledge

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

Required Skills and Specialized Techniques

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

Qualification and Education

- MSc Degree in Accounting/Business Management/ or other related discipline or the equivalent;
- Diploma in Tax Audit and Revenue Administration (TARA);
- Five (5) years related work experience with at least three (3) years in a managerial position.

WORKING KNOWLEDGE

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

10. Senior Manager/Collector of Taxes (Level 7)

JOB PURPOSE

To plan, coordinate and manage all the activities of a Medium Tax Office with respect to the receipt and processing of Tax Returns, collection of revenue, enforcement of delinquent taxpayers and a wide range of taxpayer services.

KEY RESPONSIBILITY AREAS

Management and Administrative Duties

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

Technical and Professional Duties

- Ensures that revenue collected is lodged daily in the appropriate bank accounts;
- Provides taxpayer service programme which includes: assistance to all taxpayers to ensure accuracy and completeness in filing returns/applications/fees, the timely payment of all taxes due, and responding to queries on related matters;
- Maintains current knowledge of the relevant laws, policies, regulations and procedures which provides the legal framework for the performance of the functions;
- Administers the taxpayer complaint management programme in coordination with the RSC;
- Maintains complete records of accounts for taxpayers doing business in the parish/Tax Office;
- Monitors compliance activities for delinquent taxpayers;
- Actively promotes voluntary compliance through delivery of quality taxpayer service;
- Manages petty cash and makes disbursements and accounts for authorized purchases of supplies and services strictly in accordance with the Authority's rules and guidelines;
- Maintains proper care and up-to-date inventories of furniture, equipment, stock and other properties of the Department;
- Secures legal advice from the Legal Support Division to resolve taxpayer service issues;
- Conducts consultation with stakeholders to provide information and seeks reactions to improve service and address critical challenges;
- Ensures that the established policies and procedures are implemented and enforced for all functional areas, in order to maintain consistency and efficiency in the administration of the relevant laws and guidelines;
- Ensures that the 'banking hall'/floor is properly managed;
- Prepares reports including those for attendance and punctuality for submission to GM, RSC by the required time;
- Performs other related duties assigned by the General Manager.

Human Resource Responsibilities

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

REQUIRED COMPETENCIES

Specific Knowledge

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

Required Skills and Specialized Techniques

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

Qualification and Experience

- BSc Degree in Accounting, Business Administration or the equivalent;
- Training in Tax Audit and Revenue Administration (TARA) would be an asset;
- Four (4) years' experience in management with at least two (2) years in a supervisory position.

WORKING CONDITIONS

- Normal office environment;
- Travel (20%)

11. Client Relationship Manager (Level 6)

JOB PURPOSE

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

KEY RESPONSIBILITY AREAS

Technical and Professional Duties

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

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

REQUIRED COMPETENCIES

Specific Knowledge

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

Required Skills and Specialized Techniques

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

Qualification and Experience

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

WORKING CONDITIONS

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

12. 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%).

13. 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.

14. Senior Taxpayer Accounts Officer (Level 5)

JOB PURPOSE

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

KEY RESPONSIBILITY AREAS

Technical and Professional Duties

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

- Performs other related duties assigned by the Manager Taxpayer Accounts and Collection.

REQUIRED COMPETENCIES

Specific Knowledge

- Comprehensive knowledge of all the relevant tax laws, regulations and guidelines;
- Good knowledge of Tax Administration Jamaica's operations, functions and Code of Conduct;
- Working knowledge of computer systems and the relevant applications.

Required Skills and Specialized Techniques

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

Qualification and Experience

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

WORKING CONDITIONS

- Normal office environment.

15. Intelligence Officer (Level 5)

JOB PURPOSE

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

KEY RESPONSIBILITY AREAS

Technical and Professional Duties

- Identifies sources of information required;
- Develops relationships with informants to obtain information related to cases;
- Obtains and verifies evidence by interviewing and/ or observing suspects and witnesses or by analyzing records including law enforcement records, tax assessment and collection records, investigation records, for examination and detailed analysis;
- Collaborates with other officers and agencies to exchange information and coordinate activities;
- Obtains and executes search and arrest warrants as necessary;

- Conducts undercover assignments and maintains surveillance of persons and businesses as necessary;
- Collaborates with other authorities on activities such as surveillance, transcription and research;
- Compiles evidence to support allegations of breaches of specific revenue laws by recording evidence and documents using Court approved technology;
- Develops case files on suspects by compiling information from examination and analyses of documents and records;
- Prepares objective tactical intelligence reports that detail findings;
- Testifies before the Court or Appeal Tribunal as an expert witness for the Government;
- Collaborates with the prosecuting Attorneys in the preparation of cases for trial as necessary;
- Assists the prosecuting Attorneys in the preparation of cases for trials;
- Maintains an up-to-date working knowledge of criminal and civil laws, legal requirements, criminal investigation procedures, criminal prosecution and court procedures;
- Performs other related duties assigned by the Manager, Intelligence.

REQUIRED COMPETENCIES

Specific Knowledge

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

Required Skills and Specialized Techniques

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

Qualification and Experience

- BSc Degree in Accounting, Financial Management, Business Administration or the equivalent qualifications;
- Certificate in surveillance techniques;

- Three (3) years related work experience.

WORKING CONDITIONS

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

16. Senior Inbound/Outbound Agent (Level 5)

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; conduct research on tax issues; execute outbound calls to delinquent taxpayers and ensure that the required reports regarding the activities of the Call Centre are prepared.

KEY RESPONSIBILITY AREAS

Technical and Professional Duties

- Responds to queries from customers via telephone, e-mail, live chat, Facebook etc.;
- Compiles a list of new queries and the responses, then uploads to the Frequently Asked Questions (FAQ) database;
- Assists with the update of information in the FAQ database;
- Assists taxpayers in the preparation of their Returns for the various tax types;
- Provides information on the status of accounts to taxpayers;
- Informs customers on new tax measures and amendment to the Tax Acts;
- Refers all calls appropriately to supervisors and tax experts;
- Distributes outbound listings (courtesy and compliance);
- Provides information to customers on other Departments, Ministries or Agencies for which collections are made;
- Contacts assigned taxpayers in 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) etc;
- Provides courtesy reminders to taxpayers about the due dates for their tax liabilities;
- Advises assigned taxpayers of audited tax assessments and ascertains the expected time of payment or the status of any objections submitted;
- Assists customers to complete forms on line and guide them on the procedure for making e-payment as necessary;
- Updates Customers' contact listing;
- Prepares statistical reports and monitors issue log;

- Attends regular User Activity Testing (UAT) and provides feedback to the Centre;
- Promotes new Tax Administration services and products to all persons contacted via various media (voice, SMS, email);
- 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;
- Updates reports and appropriate folder with secure and confidential information collected.
- Conducts registration of customers for electronic filing and other products that may be introduced from time to time 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 within the same day of receipt;
- Performs any other related duty assigned by the supervisor.

REQUIRED COMPETENCIES

Specific Knowledge

- Excellent knowledge of all tax laws, regulations and guidelines;
- Excellent knowledge of all tax related goods and services;
- Excellent knowledge of the operations, functions and Code of Conduct of Tax Administration Jamaica;
- Working knowledge of the laws and regulations of the other entities for which collections are made;
- 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, Accounting or the equivalent qualification;
- Training Certification;

- Taxpayer Service training would be an asset;
- At least three (3) years' experience in the related area.

WORKING CONDITIONS

- Highly competitive and performance driven environment;
- Required to work beyond general work hours as necessary to complete scheduled and pertinent tasks.

17. 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 Specialised 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%).

18. Branding Officer (Level 5)

JOB PURPOSE

To provide branding standards for the organization through the development of a policy document; design and establish relevant programmes pertaining to organizational branding, and to ensure fluency and consistency in the signage across the organization.

KEY RESPONSIBILITY AREAS

Technical and Professional Duties:

- Identifies target audience and devises campaigns that engage, inform and motivate;
- Develops brand and marketing strategies and communicates recommendations to the Chief Corporate Communications Officer;
- Coordinates the usage of branding materials for the organisation at various events;
- Coordinates activities for TAJs major exposition booths;
- Assists in dismantling booths and secures excess items of publication;
- Creates publications for expositions, Special Taxpayer Education Programmes and Business Forums;
- Coordinates activities relating to standardizing signage within the Offices;
- Coordinates activities across TAJ in order to outfit organisation with a standardized look, (this includes standardized signage and colour);
- Creates standardized templates for various ceremonies in the organisation;
- Coordinates meeting with relevant stakeholders to procure items for events;
- Contacts suppliers to determine quotation on items to be procured for project;
- Prepares relevant documentation for procurement of items;
- Ensures that all publications are signed off on before items are procured;
- Checks and verifies whether all items delivered by suppliers were done to specification;
- Designs and prints business cards for executive and other related Officers;
- Designs and redesigns publication in order to suit occasion;
- Ensures publications on the website are current;
- Performs any other related duties assigned by the Chief Corporate Communications Officer.

REQUIRED COMPETENCIES**Specific Knowledge**

- Understanding of procurement guidelines;
- Comprehensive knowledge of TAJ rules, regulations and policies;
- Sound knowledge of Microsoft Office Suite;
- Competent in the use of relevant software in graphics.

Required Skills and Specialized Techniques

- Excellent negotiation and time management skills;
- Excellent communication and interpersonal skills;
- Excellent team player;

- High level of creativity, flexibility and ability to think out of box;
- Ability to work under pressure.

Qualification and Experience

- BSc. in Marketing or the equivalent qualification;
- Certificate in Events Planning;
- At least three (3) years work related experience;

WORKING CONDITIONS

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

19. 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 judgement order;
- Identifies those accounts which require specialized knowledge and makes referrals for resolution;
- Accounts for the funds collected and ensures that there is no loss to the Government of Jamaica;
- Performs other related duties assigned by the Manager Compliance.

REQUIRED COMPETENCIES

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 judgement, and analytical skills;
- Excellent communication and team building skills;
- Excellent negotiating and persuasive skills;

- Excellent interpersonal skill;
- Very good time management skill;
- Proficient in the use of Microsoft Word, Excel.

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%).

20. 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;
- 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.

21. Supervisor, Returns Processing (Level 4)

JOB PURPOSE

To manage and coordinate the activities of the Returns Processing Officers, ensuring all Returns are correctly captured and uploaded to the relevant System.

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 Operation and Work Plans with the supporting budget for the Unit ensuring that all the relevant activities to be under taken and required resources are considered;
- 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 ensuring that the Unit provides a consistently high level of service.

Technical and Professional Duties

- Receives batches of Taxpayers Returns and checks them against the Super Batch Control Sheet;
- Ensures the amount of Returns in the batches agrees with that on the Super Batch Control Sheet and date stamps the Control sheet;
- Checks batches and ensures Returns correspond with those on the Fact of Filing Batch Control Sheet;
- Logs all batches received to the System;
- Assigns batches to the relevant Returns Processing Officer;
- Checks the batches of Returns that are processed and returned to ensure they are accurately uploaded and are the ones which were assigned;
- Corrects batches completed by the Returns Processing Officer when necessary;
- Passes all the Returns processed by the Returns Processing Officer to the Manager;
- Collates weekly reports from the Returns Processing Officer;
- Prepares and submits weekly and monthly performance reports;
- Performs other related duties assigned by the Manager, Returns Processing;

Human Resource Management Duties

- Develops and manages the Unit's HR plan that addresses staff requirements, succession and liaises with the Manager, Taxpayers' Account & Returns Processing;
- Participates in the recruitment of staff for the Unit and ensures that they are aware of and adhere to the policies and procedures of the Department;

- Conducts periodical reviews of supervisees in accordance with the Work Plan;
- Completes final performance assessments and recommends appropriate training and development programmes as necessary;
- Initiates and participates in disciplinary proceedings relating to staff members within the Unit and implements corrective measures.

REQUIRED COMPETENCIES

Specific Knowledge

- Working knowledge of the functions and operations of Tax Administration Jamaica;
- Working knowledge of management principles, practices and procedures;
- Knowledge of the Department's Code of Conduct;
- Working knowledge of computer systems and the relevant applications;

Required Skills and Specialized Techniques

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

Qualification and Experience

- BSc Degree in Business Management or other related area or equivalent;
- At least three (3) years' work related experience.

WORKING CONDITIONS

- Normal office environment.

22. 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;

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.

KEY RESPONSIBILITY AREAS

Technical and Professional Duties

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

REQUIRED COMPETENCIES

Specific Knowledge

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

Required Skills and Specialized Techniques

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

Qualifications and Experience

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

WORKING CONDITIONS

- Normal office environment.

23. Taxpayer Accounts Officer (Level 4)

JOB PURPOSE

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

KEY RESPONSIBILITY AREAS

Technical and Professional Duties

- Collects taxpayers' Returns from the Collections Officers;
- Logs on to the system and checks for failed transactions;
- Retrieves Returns from batches collected and examines them to ascertain correct processing;

- Receives corrections to be made from the Compliance Unit;
- Logs into taxpayers' accounts and executes the necessary corrections on the system;
- Notifies taxpayers of errors and advises them of documentation to be submitted for the necessary corrective measures to be undertaken;
- Does all other corrections necessary to rectify the taxpayers' accounts;
- Records all Account Adjustments made daily;
- Performs any other related duties assigned by the Manager.

REQUIRED COMPETENCIES

Specific Knowledge

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

Required Skills and Specialized Techniques

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

Qualifications and Experience

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

WORKING CONDITIONS

- Normal office environment.

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%).

25. 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%).

26. Document Authentication Officer (Level 3)

JOB PURPOSE

To verify authenticated documents and reconcile stamp machine activities with the Collections Officers.

KEY RESPONSIBILITY AREAS

Technical and Professional Duties

- Retrieves all documents from Collections Officers' stations as soon as the payments are made;
- Presents documents to the Document Authentication Officer;
- Inputs instrument numbers from the endorsed documents to the system;

- Examines the endorsed documents to ensure that they are properly authenticated i.e. correct value is placed on the respective document and page;
- Verifies or cancels the authenticated documents;
- Issues verified documents to the Stamper;
- Returns cancelled documents to the Document Authentication Officer;
- Reconciles daily stamp activities with payments received from the Collections Officers;
- Performs any other related duties assigned by the Manager, Collections.

REQUIRED COMPETENCIES

Specific Knowledge

- Good knowledge of the Acts and regulations that govern Stamp Duty and Transfer Tax;
- Knowledge of the operation and functions of Tax Administration Jamaica;
- Working knowledge of computer systems and the relevant applications.

Required Skills and Specialized Techniques

- Excellent judgement and decision making skills;
- Excellent time management skill;
- Excellent communication, interpersonal skills.

Qualification and Experience

- Associate Degree in Business Administration or Management Studies or equivalent qualification;
- Certificate in Accounts or AAT Level 11;
- Two (2) years related work experience.

WORKING CONDITIONS

- Normal office environment.

27. 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.

28. E-Support Agent (Level 3)

JOB PURPOSE

To promote Tax Administration Jamaica 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.

29. Returns Processing Officer (Level 3)**JOB PURPOSE**

To upload data from batches of Taxpayers' Returns received.

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

- Receives assigned batch of Taxpayers' Returns;
- Checks Returns against Batch Control Sheet and signs;
- Makes a note of any missing Return if necessary;
- Uploads data from the Returns to the relevant system, according to tax type;
- Re-batches Returns and transmits to the Supervisor, Returns Processing for validation;
- Prepares reports and submits to the Manager;
- Performs any other duties assigned by the Manager.

REQUIRED COMPETENCIES**Specific Knowledge**

- Knowledge of TAJ's functions and operations;
- Knowledge of computer system and the relevant applications.

Required Skills and Specialized Techniques

- Good communications skill;

- Good interpersonal and team skills;

Qualification and Experience

- Associate Degree in Business Administration or equivalent;
- Certificate in Information Technology;
- One (1) year work related experience.

WORKING CONDITIONS

- Normal office environment.

30. 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;

Qualification 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, June 22, 2018 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-