



Job Description

Title:	Assistant Customer Services Officer – Savaii	Group:	Inland Revenue Service
Unit:	Taxpayer Services		
Reports to:	Principal Customer Services Officer – Savaii	Position code:	RE002485
Salary grade:	A6, \$13, 744 p.a	Date:	September 2021

1. About the Taxpayer Services division:

The focus of Taxpayer Service’s activities is to encourage and promote voluntary compliance through the provision of excellent services and collection of intelligence about our range of customers. As such, this division is the ‘public face’ of Inland Revenue, managing key contact points between the Service and its external customers, ensuring that their needs are met and service expectations are exceeded.

2. Position purpose – an overview of what you’re here to do:

This role represents the public face of Inland Revenue and a key relationship with the Services’ customers in Savaii. The primary responsibilities of this position are to provide services and advice that meet the needs and exceed the expectations of customers within an allocated segment, e.g. ‘Large Enterprises’ (LEs) or ‘Small and Medium Enterprises’ (SMEs).

3. Duties and responsibilities – a summary of what we expect you to achieve:

Job-specific duties and accountabilities – things specific to this job:

Customer service:

- Provide integrated, cost-effective services to customers within the allocated segment, e.g. SMEs or LEs which add value to them and us alike, whilst reducing their need for multiple contacts.
- The range of tasks include assisting with completion of taxpayer registrations, reconciling and checking returns, managing taxpayer queries and relationships and providing an advisory service
- Check and verify taxpayer returns, correspondence and other documentation
- Reconcile taxpayer accounts
- Assist with telephone and reception tasks as required
- Assist with assessment and processing of returns
- Post tax returns data as required
- Assist with preparing responses to routine correspondence from taxpayers, their agents and third parties
- Ensure the integrity and accuracy of customer information we hold.

Compliance and customer engagement:

- Assist the Community Compliance team with the provision of seamless and integrated services to customers within the allocated segment, e.g. SMEs or LEs
- Provide input and intelligence into Ministry-wide planning and compliance strategy development processes from time to time.

Provision of integrated services across Inland Revenue:

- Liaise with Audit and Investigations, and Collections and Enforcement as required to ensure the provision of seamless customer service, the sharing of information and an increase in voluntary compliance amongst customers within the allocated segment, e.g. LEs or SMEs.

Other tasks:

- Complete other Ministry-related tasks, assignments and projects as requested on an ad hoc basis that are within the incumbent's capabilities.

4. Person specification – what the ideal person for the role looks like:

To be effective in achieving the objectives and expectations described above, incumbents in this position will need to demonstrate the following knowledge, skills and experiences:

Merit	Job Competencies	Descriptors
Skills & Abilities	1. Customer Service and Interpersonal Skills 2. Communication Skills 3. Strong Computer Literacy	i. Able to provide prompt and effective services to our customers through telephone and reception task as required. ii. Have a good Public relation Skills able to communicates clearly by using all means of communication available. iii. Ensure the integrity and accuracy of Customers information we hold and not to release to unauthorized customer. iv. Accurate Keyboard skills and proven ability to enter data.
Personal Attributes	1. Team work 2. Integrity/Honesty 3. Work Ethic	i. An Active team member who can work as part of a team and establish and Maintain good relationships with both internal and external partners of the Ministry. ii. Acts with integrity at all times. Whenever a mistake happens, don't cover it up, admit and learn not to do it again. iii. Time Management, do what you were hired to do, meet targets and deadlines.
Experience	1. Experience, Knowledge and Past Work Performance	i. At least 2 years of relevant working experience in Accounting and work management. ii. Data entry experience
Qualification	1. Formal Qualification	i. Relevant Certificate in Accounting or Finance. ii. External and Internal Short Term Trainings on Customer Service.

Generic accountabilities – things expected of all people at the Ministry:**Personal capability:**

- Actively participate in the Ministry's ongoing training, development and performance planning and appraisal processes.

Planning:

- Actively participate in planning own work programme, e.g. daily, weekly, monthly, etc.

- Provide input as required into team, divisional and/or Ministry planning.

Ministry policies and practices:

- Meet the obligations of all Ministry employees via compliance with the Ministry's business policies and practices including the Code of Conduct.
- Understand the legislation, regulations and other technical frameworks that the Ministry upholds, protects and operates within.

Health and safety:

- Follow and support work practices that are safe and promote personal wellbeing.

Organisational values:

In your day to day work at the Ministry, we expect you to uphold and reflect our organisational values:

Integrity: At all times we are professional and display utmost integrity, by acting with:	
<u>Honesty</u>	<ul style="list-style-type: none"> • We act honestly, are truthful and abide by the laws of Samoa. • We are trustworthy in everything we do.
<u>Impartiality</u>	<ul style="list-style-type: none"> • We provide impartial advice, act without fear or favour, and make decisions on their merits.
<u>Transparency</u>	<ul style="list-style-type: none"> • We take actions and make decisions in an open way.
<u>Accountability</u>	<ul style="list-style-type: none"> • We are able to explain the reason for actions taken, and take responsibility for those actions. • We act with courage in pursuit of the best possible outcomes for the community and the Government.
Service commitment	<ul style="list-style-type: none"> • We serve the people well through faithful service to the Government. • We are proud to deliver service to the community. • We willingly accept the responsibility of helping to keep Samoa safe, secure and prosperous, and are dedicated to working as 'One Service' to achieve that.
Respect	<ul style="list-style-type: none"> • We invest in our staff and support each other to lead fulfilling and enjoyable careers. • We treat the people, the Government and our colleagues with respect and courtesy. • We are fair and just and always act with respect for the law and for the rights of others.
Working together	<ul style="list-style-type: none"> • We use teamwork and cooperation to achieve results together • We value the views and contributions of others and actively seek to engage and collaborate for the benefit of Samoa.
Efficiency and effectiveness	<ul style="list-style-type: none"> • We achieve good results for Samoa in an economical way. • We are open to new ideas and technologies, responsive to changing needs, and innovative in the way we respond. • We work with energy and enthusiasm to produce the best possible outcomes for the community.

Performance and development planning:

As well as the details contained in your Job Description, specific objectives, targets and measures will be developed with you in accordance with the Ministry's performance and development planning and appraisal processes.

Core organisational competencies:

The Ministry's five core competencies are an important part of improving the way we do business through the way we manage ourselves and our work, and the way we contribute to the team. They support our organisational values, and are also required for the Ministry to achieve its vision and strategic direction.

1 – Customer focus: Designing and delivering quality products and services that meet the needs of the Government and the people of Samoa.	2 – Achievement focus: Successfully achieving results, identifying improvements and taking a flexible approach to work.	3 – Analysis and decision making: Making effective and timely decisions based on consideration of the facts and alternatives.	4 – Communication and teamwork: Encouraging open, honest and effective communication, and work collaboratively with others.	5 – Self development and work management: Taking responsibility for managing your workload and your development, and being responsive to business changes.
<p>Project a positive public image for Ministry.</p> <p>Work with energy and enthusiasm to achieve the best results for our customers.</p> <p>Uphold the Service Charter.</p> <p>Respond to the needs of Internal and external customers and take responsibility for ensuring follow up action.</p> <p>Provide a professional, quality service such that:</p> <ul style="list-style-type: none"> • The right information is given the first time • All commitments of action are met • All acts and tasks are conducted to a high standard • Appropriate questions are asked to identify concerns and underlying problems • Issues are escalated at the appropriate time • Information is treated as confidential. <p>Tailor the service provided to appropriately meet the diverse needs of customers.</p> <p>Encourage and recommend on customer feedback and suggestions for improvement to Ministry's services and products.</p> <p>Identify better ways of doing things to provide continuously improving customer service.</p> <p>Proactively and responsively manage relationships with key customer groups.</p>	<p>Achieve the agreed outputs or results within the determined quality standards.</p> <p>Apply drive, energy and enthusiasm for getting the job done.</p> <p>Take personal responsibility for making things happen and for achieving the targets set for you.</p> <p>Show commitment to improving results, identifying and developing opportunities for improving systems and processes and encourage others to do the same.</p> <p>Understand the processes needed to do the job effectively and why these processes are used to achieve the desired results.</p> <p>Demonstrate flexibility and adaptability in approach to work.</p> <p>Adopt a positive approach to change and be prepared to develop and try new ways of doing things.</p>	<p>Reflect the Ministry's values in how problems are approached and decisions are made – be impartial and transparent.</p> <p>Make effective and timely decisions based on consideration of the facts and alternatives available.</p> <p>Analyse problems from different points of view.</p> <p>Consult with others in making decisions whenever appropriate.</p> <p>Accept responsibility for own decisions.</p> <p>Make sense of large amounts of information, getting to the heart of the problem quickly.</p> <p>Consider and understand the implication of decisions made on the Ministry, both internally and externally.</p> <p>All decisions are consistent with and support broader organisational goals, legislative requirements and departmental policies.</p> <p>Develop and explain the reasoning behind judgements, conclusions and decisions.</p> <p>Step back and reflect on the environment, drawing conclusions from what you see.</p>	<p>Treat people with respect and courtesy recognising their needs and views.</p> <p>Deal with people in an honest and straight forward manner.</p> <p>Accurately and clearly convey timely information and ideas, using a style and manner of presentation which meets the diverse needs of the audience.</p> <p>Establish, build and maintain relationships and networks both internally and externally.</p> <p>Present effective arguments to influence others and achieve negotiated solutions.</p> <p>Anticipate and prepare for other people's reactions to communications.</p> <p>Demonstrate active listening skills (e.g. paraphrasing, attentive, receptive).</p> <p>Provide timely, honest and constructive feedback to others, both formally and informally.</p> <p>Challenge unacceptable behaviour.</p> <p>Work cooperatively with others to ensure common goals are achieved.</p> <p>Contribute to creating a motivated environment where goals can be achieved.</p>	<p>Act with integrity at all times.</p> <p>Reinforce the Ministry's values through leading by example in actions and words.</p> <p>Take personal responsibility for own development, setting challenging development goals.</p> <p>Grow, maintain and demonstrate the functional and technical knowledge and skills required to deliver quality outcomes in the job.</p> <p>Actively seek and take advantage of a wide range of learning opportunities, as available.</p> <p>Seek feedback on own performance, accepting constructive criticism without becoming defensive.</p> <p>Acknowledge mistakes, and learn from them, so that they are not repeated.</p> <p>Address areas of personal effectiveness that have been identified through feedback, demonstrating personal awareness of behaviours and attitudes.</p> <p>Maintain a current knowledge of practices, trends and important information relevant to own area of work, both from inside and outside the Ministry.</p>