

## Customs Services

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## Inland Revenue Services

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### Job Description

<b>Title:</b>	Senior Customer Services Officer - Savaii	<b>Group:</b>	Inland Revenue
<b>Unit:</b>	Taxpayer Services		
<b>Reports to:</b>	Principal Customer Services Officer – Savaii	<b>Position code:</b>	RE002484
<b>Salary grade:</b>	A12 \$31,248/\$33,940 p.a	<b>Date:</b>	Nov 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 on Savaii. The primary responsibilities of this position are to provide services and advice that meet the needs and exceed the expectations of Savaii-based customers, as well as the completion of collection and enforcement activities.

Because the Savaii team represent all Inland Revenue functions, this position is also accountable for ensuring that seamless service is provided to Savaii-based customers across Inland Revenue functional areas including debt collection and enforcement.

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

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

##### Technical leadership:

- Support the Principal Officer by providing technical advice and on the job training to more junior members of the team
- Supervise/quality check the work of other staff as requested.

##### Customer service:

- Provide integrated, cost-effective services to Savaii-based customers which add value to them and us alike, whilst reducing their need for multiple contacts. The services include taxpayer registration, managing queries and taxpayer relationships, providing an advisory service, reception and assistance with telephone/reception/ cashier tasks as required
- Provide advice and services across tax types, activities and communication channels (e.g. face to face, telephone, virtual etc.) to provide high quality and consistent customer experiences that meet the needs and expectations of Savaii-based customers
- Design and administer systems to ensure that all persons with obligations to pay taxes (e.g., VAGST) are registered, and that all returns are processed
- Provide on the job training and technical guidance to Officers
- Check, analyse and recognise tax returns
- Manage complex correspondence from taxpayers, their agents and third parties

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- Prepare submissions on technical matters via the Principal Officer for Assistant Chief Executive Officer/Chief Executive Officer sign off
- Assist the Principal Officer to review systems and processes
- 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 Savaii-based customers
- Liaise with the Community Compliance team to provide customer intelligence in order to help them develop customer focused strategies to increase compliance
- Provide input and intelligence into Ministry-wide planning and compliance strategy development processes.

#### Provision of integrated services to Savaii-based customers across Inland Revenue:

- Liaise as necessary with Audit and Collections staff to ensure the provision of seamless customer service, the sharing of information and an increase in voluntary compliance
- Liaise as necessary with Finance and Collections and Enforcement staff to ensure that proactive cashing, collection, penalty and prosecution actions occur in relation to Savaii-based customers
- Share analysis and insight relating to the Savaii-based customers across Inland Revenue.

#### 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:

Skills & Abilities, Personal Attributes, Experience & Past Work Performance, Qualification required for the role			
	Merit Factors	Job Competency	Descriptor
1	Skills & Abilities	Customer Service and Interpersonal Skills  Communication Skills  Problem Solving Skills  Building Relationships	i. Work with energy and enthusiasm to achieve the best results for customers.  ii. Communicates clearly and effectively in written and verbal.  iii. Analyse problems from different points of view.  iv. Client focused, understands, facilitates and commits to effective service delivery.
2	Personal Attributes	Commitment and Personal Drive  Team work	i. Ability to lead and motivate the records team to jointly deliver excellent results.  ii. An Active team member who can work as part of a team and establish and maintain good

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		Integrity	relationships with both internal and external partners of the Ministry.  iii. Acts with integrity at all times. Ensure the integrity and accuracy of customer information we hold.
3	Experience & Past Work Performance	As per Job requirement	<ul style="list-style-type: none"> <li>At least 3 years of relevant experience in customer relationship/customer service within a taxation or revenue function</li> </ul>
4	Qualification(s)	As per Job requirement	<ul style="list-style-type: none"> <li>A relevant Bachelor’s degree qualification – e.g., in Accounting, Finance, Taxation etc., or comprehensive relevant experience and demonstrated knowledge and skills equivalent to this qualification</li> </ul>

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:

<b>Integrity:</b> At all times we are professional and display utmost integrity, by acting with:	
<u>Honesty</u>	<ul style="list-style-type: none"> <li>We act honestly, are truthful and abide by the laws of Samoa.</li> <li>We are trustworthy in everything we do.</li> </ul>
<u>Impartiality</u>	<ul style="list-style-type: none"> <li>We provide impartial advice, act without fear or favor, and make decisions on their merits.</li> </ul>
<u>Transparency</u>	<ul style="list-style-type: none"> <li>We take actions and make decisions in an open way.</li> </ul>
<u>Accountability</u>	<ul style="list-style-type: none"> <li>We are able to explain the reason for actions taken, and take responsibility for those actions.</li> <li>We act with courage in pursuit of the best possible outcomes for the community and the Government.</li> </ul>
<b>Service commitment</b>	<ul style="list-style-type: none"> <li>We serve the people well through faithful service to the Government.</li> <li>We are proud to deliver service to the community.</li> <li>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.</li> </ul>

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<b>Respect</b>	<ul style="list-style-type: none"> <li>• We invest in our staff and support each other to lead fulfilling and enjoyable careers.</li> <li>• We treat the people, the Government and our colleagues with respect and courtesy.</li> <li>• We are fair and just and always act with respect for the law and for the rights of others.</li> </ul>
<b>Working together</b>	<ul style="list-style-type: none"> <li>• We use teamwork and cooperation to achieve results together</li> <li>• We value the views and contributions of others and actively seek to engage and collaborate for the benefit of Samoa.</li> </ul>
<b>Efficiency and effectiveness</b>	<ul style="list-style-type: none"> <li>• We achieve good results for Samoa in an economical way.</li> <li>• We are open to new ideas and technologies, responsive to changing needs, and innovative in the way we respond.</li> <li>• We work with energy and enthusiasm to produce the best possible outcomes for the community.</li> </ul>

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.

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### 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.

<b>1 – Customer focus:</b> Designing and delivering quality products and services that meet the needs of the Government and the people of Samoa.	<b>2 – Achievement focus:</b> Successfully achieving results, identifying improvements and taking a flexible approach to work.	<b>3 – Analysis and decision making:</b> Making effective and timely decisions based on consideration of the facts and alternatives.	<b>4 – Communication and teamwork:</b> Encouraging open, honest and effective communication, and work collaboratively with others.	<b>5 – Self development and work management:</b> 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"> <li>The right information is given the first time</li> <li>All commitments of action are met</li> <li>All acts and tasks are conducted to a high standard</li> <li>Appropriate questions are asked to identify concerns and underlying problems</li> <li>Issues are escalated at the appropriate time</li> <li>Information is treated as confidential.</li> </ul> <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>