



RS FORM 2 - JOB DESCRIPTION

SECTION A - POSITION DETAILS

MINISTRY/AGENCY/OFFICE: Ministry of Finance & Treasury

DIVISION/SECTION: Inland Revenue Division

DUTY STATION: Honiara

POSITION NUMBER (HRMIS): 273-10138, 273-10139

MINISTRY VACANCY REF: IRD/29/2023, IRD/30/2023.

POSITION TITLE: Key Accounts Officer - LTO

POSITION LEVEL: L7/8

ANNUAL SALARY RANGE: \$48,063.39 - \$59,780.68

THIS POSITION REPORTS TO: Team leader Taxpayer Services - LTO

THIS POSITION SUPERVISES: Nil

SECTION B - SCOPE OF DUTIES

The Ministry of Finance & Treasury is mandated to provide strategic advice, leadership and reporting on the economic reforms, monetary, budget and fiscal policy to the Solomon Islands Government. Across the public service, the ministry is responsible for the financial reporting, preparing and managing the annual recurrent budget.

The Solomon Islands Inland Revenue Division supports the Ministry in fulfilling its mandated responsibility by maximizing the annual revenue collection to ensure the ministry's objectives are met and most so to improve the lives of all Solomon Islanders.

The position of Key Account Officer will involve tailored delivery to individual Large Taxpayers to proactively address their issues, problems and needs to facilitate tax compliance. Setting up and maintaining clear communication lines between SIIRD and the Large Taxpayer segment will be a key deliverable enabling SIIRD to be responsive and learn more about what Large Taxpayers need to comply with their tax obligations. Soliciting feedback from the LTO group will be vital in the ongoing development of new products and services, and improving the ongoing relationship with Large Taxpayers, one of SIIRD's key stakeholders. Key to this position will be for the Key Account Officer to deliver professional, quality service to the Large Taxpayer assigned to them to ensure better compliance outcomes.

SECTION C - KEY DUTIES

This position is required to undertake the following duties:

- Develop a strong relationship with assigned Large Taxpayers.
- Facilitate the resolution of problems affecting the Large Taxpayer performance.
- Encourage Large Taxpayers to use new technology made available by SIIRD to maximum advantage.
- Provide all necessary assistance to assigned LTO taxpayers in the education and development of tax knowledge and the need to comply with tax obligations.
- Establish profiles of LTO taxpayers assigned to learn about their business.
- Work closely with Tax Agents of Large Taxpayers assigned.
- Support the Senior Taxpayer Services Officer in achieving the TPS workplan and performance standards.
- Undertake any other duties as reasonably required or directed by the Responsible Officer or Supervisor.

SECTION D - KEY DELIVERABLES

The incumbent of this position will have their performance assessed according to following key deliverables:

- i. Fair, efficient, and professional quality service.
- ii. Effective delivery and achievement of the LTO Taxpayer Services Operational Plan and service standards.
- iii. Quick follow up in dealing with queries.
- iv. Building a relationship with Large Taxpayers based on trust and reliance.
- v. A one-stop shop providing Large Taxpayers with assistance, service, persuasion, and education to comply.
- vi. Maintaining the highest level of professionalism and integrity in the workplace.
- vii. Improved ratings in bi-annual taxpayer service perception surveys.
- viii. Improved levels of voluntary compliance by Large Taxpayers.
- ix. 100% attendance (unless on authorised leave) and compliance with Code of Conduct

SECTION E - QUALIFICATIONS AND CAPABILITIES

Mandatory Qualifications

- Certificate or Diploma in Business or Accounting with at least 2 years' work experience in accounting field and Customer service

Desirable Qualifications

- An understanding of SIIRD's information systems.
- Ability to interpret and apply SIIRD Revenue Acts and regulations.
- An understanding of core tax functions.

Capabilities Required

- Strong customer focus and relationship management.
- Excellent communication.
- Analytical and decisions making skills.
- Proactive and self-motivated.
- Demonstrates high standards of integrity.

SECTION F - KEY SELECTION CRITERIA

Suitability for this position will be assessed against the following key selection criteria:

KSC1. Committed to and capable of identifying and addressing the needs of LTO taxpayers.

KSC2. Strong relationship management and communication skills.

KSC3. Ability to deliver presentations and lead discussions.

KSC 4 Ability to gather an analyse information on the service needs of Large Taxpayers and make suggestions on improved or new services.

KSC5. Ability to understand and comply with the public service Code of Conduct and follow all other laws, policies and procedures which relate to the improving gender equality and creating safer workplaces

KSC6. Must be able to demonstrate a strong commitment to upholding Public Service Values and Code of Conduct including high level of work attendance

SECTION G - TERMS AND CONDITIONS

Fortnightly Salary: **\$1,848.59 - \$2,299.26** Annual Salary: **\$48,063.39 - \$59,780.68**

Annual Leave entitlement: **28 days**

Other Conditions of Service relevant to this position:

- a) 15% Housing allowance**
- b) 7.5% Superannuation**
- c) 22.5% Special duty allowance paid fortnightly**
- d) Annual leave fares and travel expenses**

SECTION H - APPROVAL (Business use only)

This Job Description is approved on the basis that I believe it accurately reflects the requirements of the position and will assist the Ministry/Office to achieve its corporate objectives:

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Permanent Secretary/Responsible Officer

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Date Approved

Additional Comments:

Approved