

JOB DESCRIPTION			
JOB TITLE	Senior Manager – Regional Operations		
DIVISION	Domestic Tax	DEPARTMENT	Regional Operations
REPORTS TO	Assistant Director General (DG) – Regional Operations	SUPERVISES	Manager (Designated Region)
JOB SUMMARY	The Senior Manager – Regional Operations is required to accomplish the TTRA’s objectives by managing staff; planning and evaluating the Department’s activities including directing and coordinating the activities of ancillary functions to ensure compliance with the Income Tax and Allied Laws.		
JOB SPECIFICATION: QUALIFICATIONS AND EXPERIENCE			
EDUCATION REQUIREMENTS	<ul style="list-style-type: none"> • M.Sc. in Management or Accounting or equivalent professional certification in Accounting such as ACCA or CPA 		
KNOWLEDGE REQUIREMENTS	<ul style="list-style-type: none"> • Extensive knowledge of Customs and Excise laws, tax laws, administrative rulings and tariff structures of Trinidad and Tobago 		
EXPERIENCE	<ul style="list-style-type: none"> • Minimum of eight (8) years’ experience including at least five (5) years at the managerial level in tax assessments, auditing, and/or tax administration 		
OTHER	<ul style="list-style-type: none"> • Any equivalent combination of education and experience 		
RESPONSIBILITIES AND ACCOUNTABILITIES			
<ul style="list-style-type: none"> • Plans and directs work of Managers engaged in specific managerial responsibilities to ensure the effective execution of the Regional Operations Plan. • Accomplishes staff job results by: <ul style="list-style-type: none"> - Developing the work plan for the Region - Establishing Key Performance Indicators (KPIs) - Appraising job results - Training, coaching, and counseling employees - Disciplining employees - Identifying technical performance gaps and conducting the relevant training • Ensures the completion of operations by: <ul style="list-style-type: none"> - Establishing and monitoring work plans - Monitoring productivity standards - Resolving operations problems - Ensuring the maintenance of reference manuals • Ensures the maintenance of adequate statistical and accomplishment records of Department(s). • Prepares/oversees the preparation of department reports including reports on operations of the field audit section to determine the efficacy of plans. • Develops, coordinates, and enforces systems, policies, and procedures. • Oversees the maintenance of a safe and healthy work environment by establishing and enforcing organisation standards and adhering to legal regulations. • Controls the Department’s expenses by gathering and submitting budget information, scheduling expenditures, monitoring variances, and implementing corrective actions. 			

- Oversees the maintenance of quality service by enforcing quality and customer service standards, analysing, and resolving quality and customer service problems, and recommending system improvements.
- Interprets and explains the provisions of relevant ordinances to staff and taxpayers as they relate to the work of the District Revenue Services.
- Makes suggestions for improvements in revenue collecting and operations of the Regional Services.
- Visits district offices to investigate complaints and reviews of subordinates.
- Identifies weaknesses and loopholes in the administration of tax laws and makes recommendations for improvement.
- Appears before the Public Accounts Committee.
- Serves as District Registrar of Marriages and as Superintendent Registrar of Births and Deaths.
- Remains updated on relevant tools, methodologies, and technology.
- Performs other job-related duties as required.