

Collection Officer (FSM Department of Finance and Administration) Pohnpei [closing date: 4/3/2026]

It is the policy of the FSM Government that qualified FSM citizens is given first priority for employment consideration; with other Micronesian and U.S. citizens utilized in positions for which no qualified FSM citizens are available.

POSITION AND SALARY:

Collection Officer

PL-28/1

\$609.68 B/W + \$40.00 COLA = \$649.68 BW

This is the minimum rate at step one of the grade. Higher rates may be authorized in cases of hard-to-fill positions where it is appropriate to the qualification of the appointee.

LOCATION:

Department of Finance- CTA

FSM National Government

Pohnpei, FSM 96941

DUTIES (ILLUSTRATION ONLY):

The purpose of the role is to manage tax collections efficiently, which involves proactive case management, negotiation, and communication with taxpayers, ensuring timely payments, collaborating with professionals, and facilitating integrated services within CTA. Proactively manage allocated cases for timely completion and target achievement; Provide taxpayers with information to enhance understanding of tax

compliance and future obligation; Conduct follow-up activities as needed to ensure compliance; Utilize relationship skills to influence customers' future compliance behavior; Collaborate with team members to control, checks, and update records; Issue reminder notices to prompt timely tax payment and return filing; negotiate with customers for outstanding tax payment and return filing; Liaise with professionals such as tax agents and accounts during negotiations; recommend payment arrangement within delegated authority levels; Escalate complex and non-compliant cases to higher authority when necessary; Collaborate with Audit and Taxpayer Services for seamless taxpayer service; Share information to enhance voluntary compliance among taxpayers; Engage actively in ongoing training, development, and performance planning; Contribute to planning own work program; Provide input into team planning; Identify areas for process improvement within the CTA Field Office, Implement best practices, and explore innovative approaches to enhance efficiency, accuracy, and effectiveness in operations; Meet the obligations as an employee and comply with all policies and practices including the CODE of Conduct; Understand all applicable legislation, regulations, and other technical requirements; Follow and support work practices that are safe and promote personal wellbeing; Complete other tasks, assignment and projects as requested by the Field Office Manager on an ad hoc basis, that are within the incumbent's capabilities; perform other duties as assigned.

Qualification Requirements:

Graduation from an accredited college or university with a degree in Business, accounting or related field plus two (2) years of work experience and nature of specialist, operational, business support or managerial familiarity required. This experience is in addition to formal education.

*Secure Application Forms From and Return to FSM National
Government Personnel Office
or send your application, resume, along with other credentials
to the below email address:
personnel@personnel.gov.fm*