Taxpayer Services Officer (FSM Department of Finance & Administration_Custom & Tax Administration Division) Yap [closing date: 11/30/2026]

It is the policy of the FSM Government that qualified FSM citizens are given 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:
Taxpayer Services Officer
PL 28/1
$609.68 BW + $40.00 = $649.68 BW

This is the minimum rate at step one of the grades. 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 & Administration
Customs and Tax Administration Division
FSM National Government
Pohnpei Field, FSM 96941

DUTIES (ILLUSTRATION ONLY):
Provide electronics services to the public, offering guidance on tax procedures, fulfilling tax obligations, and resolving common tax issues; Develop self-service options to empower taxpayers in managing their tax affairs independently; Ensure easy-to-

understand and accessible guidance is available to taxpayers; Respond to taxpayer enquiries via correspondence, telephone or at the public counter; Process tax returns accurately and efficiently; Manage tax registers, maintaining the security and authentication of taxpayer information; Oversee compliance for taxpayers and address related tax issues; Evaluate taxpayer satisfaction through customer experience management and satisfaction surveys; Contribute to public awareness initiatives; Ensure privacy of tax information for taxpayers; Collaborate with relevant stakeholders on a national level within the domain of taxpayer services; Support public education and awareness campaign; Enhance the accessibility and user-friendliness of electronic services for taxpayers; Facilitate the adoption of self-service options to empower taxpayers in managing their tax affairs; Maintain accurate tax registers while ensuring the security and authentication of taxpayer information; 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, assignments and projects as requested by the Field Office Manager on an ad hoc basis, that are within the incumbent's capabilities.

Qualification Requirements:

Graduation from an accredited college or university with an Associate degree in Business, Accounting, or similar field. At least two (2) years relevant working experience.

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