

JOB DESCRIPTION – BUSINESS ANALYST, TAXPAYER SERVICES AND COMPLIANCE

OVERVIEW OF THE CORPORATE INCOME TAX AGENCY (CITA)

The Corporate Income Tax Agency (CITA) is a statutory body established under the Corporate Income Tax Agency Act 2024 in Bermuda. The Agency is responsible for administering and enforcing the corporate income tax regime to support Bermuda's economic goals and maintain its status as a leading international financial centre.

SECTION A: JOB INFORMATION SUMMARY

Post Identification	
Job Title	Business Analyst, Taxpayer Services and Compliance
Job no/ID	TBD
Department	Taxpayer Services and Compliance
Employment Term	Full-time position
Reports to	Manager, Taxpayer Services and Compliance
Supervises	-
Grade	Business Analyst
Work Environment	Work Schedule: Minimum 60% in-office and up to 40% remote

SECTION B: JOB PURPOSE

Brief statement outlining the reason the role exists
<p>The Business Analyst, Taxpayer Services and Compliance supports the effective delivery of services to taxpayers in accordance with the Corporate Income Tax Act and related regulations.</p> <p>The Business Analyst is responsible for providing technical and administrative support in the corporate tax registration process and the efficient receipt, validation and processing of corporate income tax returns and receipts and executing audit and compliance and enforcement functions in accordance with the Bermuda Corporate Income Tax Act and related regulations.</p> <p>Working under the guidance of the Manager, Taxpayer Services and Compliance, the Analyst contributes to ensuring a high standard of service delivery, accurate record-keeping, and audit, compliance and enforcement operations. The post-holder will also support the development and maintenance of taxpayer service processes and assist with data analysis and reporting to inform decision-making and improve service outcomes.</p>

SECTION C: KEY RESPONSIBILITIES

Responsibility	Description
Taxpayer Support and Enquiries	<ul style="list-style-type: none">Respond to taxpayer queries related to registration, filing, and compliance, audit and enforcement with the Corporate Income Tax ActProvide clear and accurate information to support taxpayer understanding and complianceEscalate complex or unresolved matters to senior staff, as appropriate
Registration and Processing	<ul style="list-style-type: none">Assist in processing taxpayer registrations, amendments and de-registrations in accordance with internal proceduresEnsure the accurate and timely capture of taxpayer information in the relevant systemsSupport the verification of documentation submitted by taxpayers
Compliance Monitoring	<ul style="list-style-type: none">Support the review of taxpayer submissions to identify errors, omissions or inconsistenciesAssist with follow-up actions to ensure compliance with statutory deadlines and requirementsMaintain records of non-compliance and support resolution efforts
Data Management and Analysis	<ul style="list-style-type: none">Maintain accurate databases of taxpayer informationAssist in compiling data and reports for internal use and performance monitoringSupport analysis of trends and issues to improve service delivery
Audit and enforcement	<ul style="list-style-type: none">Conduct reviews of financial records, returns and supporting documentationEnsure findings are supported clearly and that audit reports are prepared in a timely and accurate mannerCollate information requirements to exchange information on matters related to FATCA, CRS and other regulatory agencies
Process Improvement	<ul style="list-style-type: none">Identify opportunities to improve taxpayer services and internal procedures.Contribute to the development and updating of service guidelines, FAQs and templates

Responsibility	Description
	<ul style="list-style-type: none"> Assist in testing and providing feedback on digital tools and platforms
Administrative Support	<ul style="list-style-type: none"> Support document management, filing and correspondence related to taxpayer services Prepare standard responses and reports for internal and external stakeholders Ensure all interactions and updates are recorded accurately and securely
Team Collaboration	<ul style="list-style-type: none"> Work closely with other members of the team to ensure efficient case handling Participate in training sessions and contribute to knowledge-sharing across the unit Provide cover or assistance to colleagues as required
Miscellaneous	<ul style="list-style-type: none"> Perform other duties as requested by the Manager, Director, or Managing Director, Taxpayer Services and Compliance, or the CEO

SECTION D: COMPETENCIES

Competency	Description
Customer Service Orientation	<ul style="list-style-type: none"> Provides courteous, timely, and accurate responses to taxpayer enquiries Demonstrates patience, empathy and professionalism when handling concerns Maintains a high standard of taxpayer service, even under pressure. Follows through on commitments to ensure resolution and satisfaction
Attention to Detail	<ul style="list-style-type: none"> Reviews submissions and documents thoroughly for accuracy and completeness Identifies errors and inconsistencies before processing or escalation Maintains precision when entering data or updating records Ensures all outputs meet established quality and compliance standards
Communication Skills	<ul style="list-style-type: none"> Communicates clearly and professionally, both verbally and in writing Adapts language and tone depending on the audience and purpose Explains technical or procedural matters in a simple, understandable way Listens actively and confirms understanding before taking action
Teamwork and Collaboration	<ul style="list-style-type: none"> Works cooperatively with colleagues to meet team objectives Shares information, resources, and knowledge to support others Assists teammates during high-volume periods or when challenges arise Promotes a respectful and inclusive team environment
Organisational Skills	<ul style="list-style-type: none"> Plans and prioritises tasks to meet multiple deadlines efficiently Maintains organised and accessible filing and documentation systems Tracks follow-up actions and outstanding items with accuracy Manages workload independently while seeking support when needed
Initiative and Problem Solving	<ul style="list-style-type: none"> Identifies routine problems and takes proactive steps to address them Escalates complex or unusual issues appropriately with background context Offers suggestions to improve processes and service delivery Demonstrates a proactive attitude to learning and tackling new challenges
Digital and Data Literacy	<ul style="list-style-type: none"> Uses digital tools effectively to input, retrieve, and manage data Maintains accuracy when working with databases and spreadsheets Supports the implementation and testing of taxpayer service systems Protects the confidentiality and integrity of sensitive information
Compliance Awareness	<ul style="list-style-type: none"> Understands and follows the requirements of the Corporate Income Tax Act Applies internal policies and procedures consistently Identifies and flags non-compliant actions or submissions Upholds data protection and confidentiality standards at all times

SECTION E: QUALIFICATIONS, KNOWLEDGE and EXPERIENCE

Description	
Education	<ul style="list-style-type: none"> Bachelor’s degree in Business Administration, Finance, Accounting, Public Administration or a related discipline is required MBA or master’s degree in finance/economics would be considered an asset Professional training or certification in tax administration, audit, customer service or data management would be considered an asset
Knowledge	<ul style="list-style-type: none"> Conducting audit or private or public sector companies or institutions Working knowledge of administrative procedures, customer service principles and document management Familiarity with the tax administration processes, government operations or public service environments Understanding of the Corporate Income Tax Act or willingness to learn and apply statutory requirements Proficiency in using Microsoft Office applications (Word, Excel, Outlook) and database systems

Experience	<ul style="list-style-type: none">▪ Minimum 3 years’ experience in an audit and or accounting, tax administration, customer service, or compliance support role, preferably within a regulatory, financial, or government environment.▪ Experience responding to customer or stakeholder enquiries in a professional setting▪ Experience handling confidential or sensitive information with discretion and professionalism
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AUTHORISATION/CONFIRMATION

LINE OFFICIAL SIGNATURE:		DATE:	
HR OFFICIAL SIGNATURE:		DATE:	