

JOB DESCRIPTION –MANAGER 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	Manager assigned to Taxpayer Services and Compliance
Job no/ID	TBD
Department	Taxpayer Services and Compliance Division
Employment Term	Full-time position
Reports to	Director, Taxpayer Services and Compliance
Supervises	Business Analyst assigned to Taxpayer Services and Compliance
Grade	Manager
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 Manager, Taxpayer Services and Compliance is responsible for assisting with directing the Agency’s operational functions within the Taxpayer Relations, Tax Audit and Compliance and Tax Enforcement and Collections Units.</p> <p>The Manager is responsible for overseeing 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>This role ensures the accurate and timely review of corporate tax filings and tax revenues while maintaining service standards and compliance requirements. The incumbent will develop and implement policies, procedures, and systems to enhance efficiency, compliance and taxpayer engagement and support effective enforcement to promote voluntary compliance across the taxpayer population.</p> <p>The Manager will lead a team in delivering high-quality taxpayer support, implementing process improvements and liaising with internal departments to resolve issues affecting compliance and the taxpayer experience. This position plays a critical role in upholding the integrity of the tax system and enabling effective taxpayer compliance and service delivery under the direction of the Director, Taxpayer Services and Compliance.</p> <p>The Manager may be assigned to the Taxpayer Relations, Tax Audit and Compliance and Tax Enforcement and Collections Units.</p>

SECTION C: KEY RESPONSIBILITIES

Responsibility	Description
Taxpayer Relations	<ul style="list-style-type: none">Manages the daily activity of the Taxpayer Services and Collections Division.Ensures that appropriate policies and procedures are developed and implemented in the areas of taxpayer services and processing, filing, compliance, tax collection and policy interpretation in order to ensure consistency, efficiency and fairness in the administration of the revenue laws.Ensures the area of compliance risk management including audit case selection and data management and forecasting and business intelligence facilitate accurate reporting and compliance in accordance with Agency policy.Promotes the development of horizontal communication within the Division.Assists with the development of operational plans, sets performance targets and directs any corrective action as needed.Ensures that continuous improvement is at the forefront of the Division's approach to its operations.Oversees regular consultation with stakeholders to provide information and seek reactions in order to improve service delivery and address critical challenges.

Responsibility	Description
	<ul style="list-style-type: none"> Assist with developing a series of indicators to measure operational performance, sets targets against these indicators and reports regularly on progress to the Director. Contributes the division’s perspective to the development of a system of employee performance measurement and implements the final system within the division. Oversees and ensures the production and maintenance of CITA Online. Attends meetings of domestic and international organizations with which Bermuda is affiliated where required.
Tax Audit and Compliance	<ul style="list-style-type: none"> Lead the execution of audits, including desk and field audits, to assess the accuracy of taxpayer filings and disclosures. Oversee audit teams in conducting reviews of financial records, returns and supporting documentation. Ensure findings are documented clearly and that audit reports are prepared in a timely and professional manner. Manage the audit and exchange of information on matters related to FATCA, CRS and other regulatory agencies.
Tax Enforcement and Collections	<ul style="list-style-type: none"> Review and maintain dashboards to monitor trends in taxpayer compliance and identify areas of systemic non-compliance. Recommend improvements to tax administration policies or practices to address compliance risks. Collaborate with other departments to support integrated compliance strategies. Provides trend analysis on emerging compliance threats to senior management Support enforcement actions where significant discrepancies or breaches are identified. Oversee the preparation of case files for potential penalties, appeals or legal proceedings. Engage with taxpayers, advisors or legal representatives to facilitate resolution of audit findings. Provide enforcement and case resolution management.
Leadership and Team Management	<ul style="list-style-type: none"> Supervise staff, providing guidance, mentorship and performance oversight. Allocate resources effectively and ensure continuous capacity development of the team, establishing priorities for training and learning. Foster a high-performance and ethical culture aligned with CITA’s values and standards. Ensures that tax policies relating to the relevant taxes are known to and understood by all staff in the division.
Stakeholder Engagement and Reporting	<ul style="list-style-type: none"> Liaise with internal and external stakeholders, including legal and policy teams, to ensure audit findings are addressed appropriately. Provide reports and briefings to the Managing Director, Taxpayer Services and Compliance and to the Audit and Risk Committee on audit performance, emerging risks, and key trends. Initiates and makes recommendations to the Managing Director regarding changes in or amendments to the laws and regulations pertaining to the specified enactments, as a result of outcomes of audits completed. Contribute to public trust in the tax system through transparency, professionalism, and consistent application of tax laws. Represent the Managing Director at meetings with other government agencies, business interests, trade associations, organizations or international/ intergovernmental organizations and committees on taxation subjects, proposals and negotiations for agreements.
Miscellaneous	<ul style="list-style-type: none"> Perform other duties as requested by the Director or Managing Director, Taxpayer Services and Compliance, or the CEO

SECTION D: COMPETENCIES

Competency	Description
Regulatory and Technical Expertise	<ul style="list-style-type: none"> ▪ Demonstrates strong knowledge of tax legislation, audit principles and compliance procedures. ▪ Applies sound judgement when interpreting complex financial data and taxpayer records. ▪ Keeps current with developments in tax policy and best practices.
Analytical Thinking and Problem Solving	<ul style="list-style-type: none"> ▪ Identifies patterns, risks, and anomalies in taxpayer data to inform decisions. ▪ Approaches problems methodically, evaluating multiple solutions before recommending action. ▪ Makes evidence-based decisions, even in complex or ambiguous situations.
Leadership and People Management	<ul style="list-style-type: none"> ▪ Provides clear direction, feedback, and support to team members. ▪ Builds team capability through mentoring, training and delegation. ▪ Demonstrates accountability and models ethical behaviour and professionalism.
Communication and Stakeholder Engagement	<ul style="list-style-type: none"> ▪ Communicates operational and compliance issues and audit findings clearly, both in writing and verbally. ▪ Engages with taxpayers and other stakeholders tactfully and respectfully, even in contentious situations. ▪ Tailors communication style to suit technical and non-technical audiences.
Strategic and Organisational Awareness	<ul style="list-style-type: none"> ▪ Aligns activities with the Agency’s strategic objectives. ▪ Understands the broader implications of audit findings on policy and operations. ▪ Anticipates emerging risks and regulatory changes that could affect compliance.
Results Orientation	<ul style="list-style-type: none"> ▪ Drives timely completion of assignments and resolution of difficult matters. ▪ Sets clear goals, tracks progress and delivers high-quality outcomes under pressure. ▪ Demonstrates a commitment to continuous improvement and operational efficiency.

SECTION E: QUALIFICATIONS, KNOWLEDGE and EXPERIENCE

Description	
Education	<ul style="list-style-type: none"> ▪ Bachelor’s degree in Accounting, Finance, Taxation, Business Administration, Law, or a related field is required ▪ A professional certification such as Chartered Accountant (CA), Certified Public Accountant (CPA), Certified Internal Auditor (CIA), or ACCA or a postgraduate qualification (e.g. Master’s degree) in a relevant discipline would be considered an asset
Knowledge	<ul style="list-style-type: none"> ▪ Sound knowledge of internal audit standards, risk management frameworks, and compliance methodologies. ▪ Detailed understanding of the Corporate Income Tax Act 2023 and the broader regulatory environment in Bermuda. ▪ Familiarity with economic substance requirements and their application to international business structures. ▪ Knowledge of international accounting, auditing and compliance frameworks (e.g. IFRS, ISA, COSO).
Experience	<ul style="list-style-type: none"> ▪ Minimum 5 years’ experience in tax audit, compliance, or a related field ▪ Demonstrated experience in effectively managing teams and resolving complex compliance issues ▪ Proven track record of working with tax authorities, regulatory bodies or within large-scale tax, financial services or audit environments

AUTHORISATION/CONFIRMATION

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