

**PAPUA NEW GUINEA PUBLIC SERVICE****DEPARTMENT OF FINANCE
APPROVED JOB DESCRIPTION****JOB DESCRIPTION**

Date: 24/09/2025

1. IDENTIFICATION

AGENCY: DEPARTMENT OF FINANCE	SYS. POSN. NO:	REF. NO: DFNSRC.004
OFFICE: TWIN TOWER 1, 5 TH FLOOR	DESIGNATION/CLASSIFICATION: REVENUE REFUND OFFICER	
DIVISION: NATIONAL & STATUTORY AUTHORITIES REVENUE COLLECTIONS	LOCAL DESIGNATION: REVENUE REFUND OFFICER	
BRANCH:	REPORTING TO: FIRST ASSISTANT SECRETARY SYS. POS. NO: REF. NO: DFNSRC.001	
SECTION: REVENUE MANAGEMENT	LOCATION: TWIN TOWER 1, 5 TH FLOOR, WAIGANI, PORT MORESBY	

HISTORY OF POSITION

FILE REF.	DATE OF VARIATION	DETAILS
	11.03.2025	Revise, rename, redesign

2. PURPOSE

- To ensure all refund claim applications are properly screened, assessed and processed.
- To ensure sufficient research is done to verify all refund claim documents prior to making recommendations for refund payments.
- To make sure all refund claim applications are processed for payment on a weekly basis.
- To collect all refund claim payment cheques from Finance Cashier Branch and get them registered in the Division's cheque collection register.
- To ensure the refund claimants sign off in the register against their names before the cheques are paid out.
- To represent the Department of Finance through to National & Statutory Authority Revenue Collection Division on any matters concerning non tax revenue collections.
- To report direct to the First Assistant Secretary of the Division on all matters concerning revenue refund claims.
- To prepare and present all relevant reports to the First Assistant Secretary on a monthly basis.
- To create, manage and maintain an effective database for all the refund claim payments made to the public (claimants).

To ensure sufficient funds are available at all material times to meet the demands for refund claim applications lodged by the public at any one-point time.

3. DIMENSIONS

The Revenue Refund Officer reports to First Assistant Secretary –on refund matters.

4. PRINCIPAL ACCOUNTABILITIES

- To ensure all refund claim applications are properly screened, assessed and processed and ensure sufficient research is done to verify all refund claim documents prior to making recommendations for refund payments.
- To collect all refund claim payment cheques from Finance Cashier Branch and get them registered in the Division's cheque collection register.
- To represent the Department of Finance through to National & Statutory Authority Revenue Collection Division on any matters concerning non tax revenue refunds.
- To report direct to the First Assistant Secretary of the Division on all matters concerning revenue refund claims.
- To create, manage and maintain an effective database for all the refund claim payments made to the public (claimants) and ensure sufficient funds are available at all material times to meet the demands for refund claim applications lodged by the public at any one-point time.



5. MAJOR DUTIES

a) Critical Analysis and Assessment of All Refund Claim Applications.

- A critical analysis and assessment is done to make sure all refund claim applications are genuine and original in nature.
- Confirmation of actual payment receipts with the relevant government agencies is done prior to processing the applications for refund claims.
- Making sure a well-documented report is presented to First Assistant Secretary for approval of payments.
- Any incomplete refund claim applications are returned to the applicant with an appropriate advice note for re-lodgement of same.
- Maintaining a good dialogue with the line agencies to effectively administer the refund claim issues.
- Providing a strategic foresight on how best the refund claims can be administered.
- All necessary reports related to refund claim expenses are submitted to First Assistant Secretary on monthly basis for management information.
- A K500 cash float must be maintained to cater for smaller refund claim amounts not more than K100 and a subsequent acquittal must be done on a monthly basis to replenish the float.
- Executing all other important tasks or duties delegated by the First Assistant Secretary of the Division regarding the administration of refund claims.

b) Payment or settlement of Refunds

- All refund claim payment cheques are collected from Finance Cashier Branch and get them registered in the Division's cheque collection register.
- The client Register book is duly signed off by the client against his/her name prior to releasing of cheques.
- Performing other important tasks or duties as directed by the First Assistant Secretary of the Division or the Assistant Secretary from time to time.

c) Professional Conduct

- Punctuality and attendance is in accordance with the Department's expectations, policy and the General Orders

- Strong ethical standards are displayed at all times including leading by example, professional behaviour and ethical decision making
- A high standard of personal conduct is consistently demonstrated in the workplace
- Professional standards of dress, communication and work ethic with good work outcomes, is evident at all times
- Consistent compliance with the Public Service Code of Conduct and the General Orders is demonstrated
- Confidential and ethical standards are maintained at all times when undertaking delegated duties

6. NATURE AND SCOPE

6.1 WORKING RELATIONSHIP



(a) Internal

- Liaise closely with First Assistant Secretary on revenue refund matters
- Working alongside with the Divisional Staff
- Liaise with all Department of Finance staff across all divisions.

(b) External

- Liaise with relevant National Statutory Authorities and other agencies on revenue related matters

7. CONSTRAINTS FRAMEWORK AND BOUNDARIES

7.1 Rules & Procedures:

- Public Finance (Management) Act and related instructions
- Non-Tax Revenue Administration Act, 2022
- Public Service (Management) Act and General Orders
- Internal Department of Finance Policies and Procedures
- Ethics and Value-based Executive Leadership & Management Capability Framework
- Corporate Plan and Annual Operational Plan.

7.2 Recommendations:

- Provide recommendations to First Assistant Secretary on revenue refund related matters;
- Recommend to First Assistant Secretary through possible resolutions and identify ways to improve issues, systems and process within the division.

7.3 Decisions:

- Provide insights and make decisions on delegation/allocation of tasks;
- Decide on relevant recommendation to be brought to the attention of the First Assistant Secretary

8. CHALLENGES

- Refund funding not made available for refunds
- Clients not happy when refunds are not made on timely basis due to no refund funding appropriations

9. SKILLS AND EXPERIENCE

Qualifications and Work Experience:

- Possess a Bachelor Degree in Accounting, Commerce recognised tertiary from UPNG or other PNG Universities
- Minimum of 3-5 years' significant amount of relevant work experience in accounting related or and similar management roles in a Public Service Agency;
- Current membership of recognised professional Accounting Body within PNG

Knowledge:

- In-depth knowledge and understanding of the range of Acts, laws and policies governing the work of Department of Finance and the Public Service;
- Demonstrated knowledge and understanding of a range of accounting and reporting;
- Exposure with email and MS applications including Word, Excel and PowerPoint for conducting presentations.

Skills and Abilities:

- High level of professional communication and interpersonal skills;
- Effective management and task delegation skills at all levels;
- Exceptional ability to work well with colleagues and effectively mentor subordinates;
- Effective planning, organization and implementation skills;
- Ability to manage stress and work under pressure.

NOTE: This job description is not designed to be all-inclusive. Employee may perform other related duties required to meet the ongoing needs of the Department.

STATEMENT OF ACKNOWLEDGEMENT AND COMMITMENT:

I have been provided with a copy of my Job Description and I am fully aware of the duties, responsibilities and accountabilities of the **Revenue Refund Officer, Gr.13**. Under the terms and conditions of the Public Service and in line with the Code of Conduct I agree to undertake the duties prescribed to the best of my ability at all times.

Employee Name:..... Date:.....

Employee Signature:.....(print)

Supervisor Name:..... Date:.....

Supervisor Signature;..... (print) Supervisor Title:.....

Division Head Name:..... Date:.....

Division Head Signature:..... Division Head Title:.....

