



<b>Job Title:</b>	Regional Coordinators	<b>Reporting To:</b>	Director of Informal Sector Revenue Collection
<b>Start Date:</b>	November 2015	<b>Years in Career:</b>	8 years
<b>Direct Reports:</b>	Varies, see below	<b>Education:</b>	MSc/MA
<b>Term:</b>	Permanent Position		

**About the Role** There are 2 Regional Coordinators, and they will be situated in the KS-IRS HQ, Ilorin:

- i. Ilorin Coordinator – covering Ilorin East, South and West LGAs
- ii. Regional Coordinator – covering the 13 other LGAs

Regional Coordinators primary role is to connect the revenue collection agent on the field with the leadership and management in Ilorin. In so doing, they perform a 2-way function of, (i) transmitting directives from management to field operatives, and (ii) escalating pertinent information from the field to the Executive Management Team through the Director of Informal Sector Revenue Collection. Regional Coordinators will also be required to collaborate with other Directors towards the fulfillment of their divisional duties and larger organizational goals.

This is role one of the 3 main roles whose performance assessment is directly tied to the goal of widening the taxable base of the KWSG through the all-encompassing inclusion of all micro, small and medium enterprises. Therefore not only is it critical to KWSG’s fiscal sustainability, it is critical for more responsive and higher impact program planning by the KWSG.

**Specific Tasks** Specific tasks are divided into the following categories and include:

- 1) Assists Director of Informal Sector Revenue Collection in planning, developing, and implementing goals and objectives, in line with long term strategic plans;
- 2) Travel regularly to visit field offices to monitor and review program and operation performance;
- 3) Manages the preparation and distribution of customer bills in a timely fashion;
- 4) Manages the technical and administrative collection processes and procedures; especially the collection of delinquent revenue as advised by the Revenue Manager;
- 5) Supports the Director of Informal Sector Revenue Collection in conducting training, staff development and in completing field operatives’ performance appraisals;
- 6) Participates in the hiring process for new field operatives and makes recommendations on personnel actions;
- 7) Respond to inquiries and resolves complaints related to regional matters;
- 8) Interpret and explains ordinances and procedures to Regional Office Heads, Revenue Agents and the public related to billing and collection processes and procedures as well as relevant programs such as refuse collection, property taxes, etc.;
- 9) Analyzes and prepare various revenue collection reports, financial reports for regional offices, performance reports, explaining any variances; and prepare forecasts;
- 10) With the field information, assist Directors, Executive Chairperson and other MDAs to in revenue projects and investment activities that will directly impact the informal sector.

**Education** MSc/MA in economics, finance, general management, and/or organizational behavior; MA preferred



- Professional Experience**
- 1) 8 years
  - 2) Tax collection and/or management
  - 3) Demonstrable evidence of community involvement and leadership in several programs either sponsored by KWSG or independent.
  - 4) Demonstrated supervisory abilities (instructing, planning, and motivating) through experience in directing and organizing program activities.
  - 5) Clear experience and knowledge about the region under application, informal sector commercial practices therein, and techniques that have been successful in identifying players, and the collection of delinquent loans.
  - 6) Demonstrable proficiency in developing strategic relationships with trade unions/associations, and the community.
- Required Skills**
- 1) Proficient in Microsoft systems, e.g., Word, Access, Excel, PowerPoint.
  - 2) Clear understanding of both motivations and requirements of key players that will impact KS-IRS.
  - 3) Fluency in written and spoken English required, Excellent written and verbal communication skills;
  - 4) Excellent interpersonal and intercultural skills
  - 5) High level of digital literacy and familiarity with database management systems
  - 6) Proven ability to work under pressure, ensure coherence and consistency, independently, and meet deadlines consistently.
- Personal Attributes**
- 1) High ethical standards and fiduciary duty. The incumbent will view and possess significant confidential information regarding all aspects of our finances. High levels of discretion, integrity and judgment are required.
  - 2) Keen analytic, organizational and problem solving skills which allows for strategic data interpretation versus simple reporting.
  - 3) Knowledge of the political environment and decision making factors, but courage to maintain objectivity and stay on track by managing up.
  - 4) Personal credibility and integrity.
  - 5) Self-confidence and respect for others, regardless of position, and willingness to work as a team member/leader.
  - 6) Ability to articulate positions concisely and quickly, in a manner that is useful and easily understood by all stakeholders.
  - 7) Demonstrated ability to be an effective leader in a multi-disciplinary environment.
  - 8) Excellent interpersonal skills, with ability to communicate and interact effectively at all levels of the organization.