
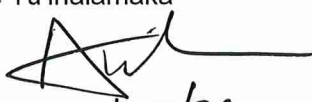


Ministry:	Trade and Economic Development
Division:	Business Registry, Investment & Intellectual Property
Location:	Eua
Job Title:	Assistant Registry Officer
Position Number:	
Reports to:	Head of Division & OIC
Band:	M
Salary:	(\$17,171 - \$25,757)
Job Purpose	<p>Ministry Profile Statement: The Ministry of Trade and Economic Development is the leader in enabling private sector growth and development through commitment to strengthen partnership with all stakeholders to effectively and efficiently deliver our services to fostering a conducive business environment, nurturing entrepreneurship, and strengthening global partnership for the sustainable development of our nation.</p> <p>Job Purpose: The purpose of this position is to ensure the effective administration and enforcement of Tonga's business regulatory framework. This includes the proper application of the Companies Act, Business License Act, Business Names Act, Foreign Investment Act, Incorporated Society Act, Co-operative Societies Act, Charitable Trust Act, and Credit Union Act.</p> <p>The position also plays a critical frontline role as the Ministry's representative in 'Eua, responsible not only for processing applications but also for monitoring compliance, supporting enforcement actions, managing revenue collection, and liaising with businesses and community stakeholders to strengthen private sector participation and compliance.</p>
Accountabilities Outcomes	<p>/</p> <ul style="list-style-type: none"> <input type="checkbox"/> Ensure all business registrations, licenses, incorporations, and related filings comply with the relevant Acts and regulations. <input type="checkbox"/> Conduct preliminary compliance checks on applications and escalate suspicious or fraudulent cases for investigation. <input type="checkbox"/> Provide advice to clients on legislative requirements and compliance obligations. <input type="checkbox"/> Assist the Enforcement Unit by compiling lists of overdue business licenses and preparing cases for follow-up and enforcement. <input type="checkbox"/> Serve as the first point of contact at the 'Eua office, delivering high-quality customer service to businesses, investors, and the general public. <input type="checkbox"/> Provide advisory support to small businesses, NGOs, and foreign investors on the registration process and compliance requirements. <input type="checkbox"/> Handle inquiries and complaints professionally, resolving issues within authority or escalating where necessary. <input type="checkbox"/> Manage the accurate and timely processing of filings through the Business Registry Online System, ensuring system integrity and proper data entry. <input type="checkbox"/> Assist with troubleshooting system issues and liaising with the ICT Unit to resolve technical problems.

	<ul style="list-style-type: none"> <input type="checkbox"/> Maintain accurate databases on business registrations, renewals, and intellectual property filings. <input type="checkbox"/> Monitor trends in online applications and provide recommendations to improve system performance and accessibility. <input type="checkbox"/> Build and maintain effective working relationships with local businesses, cooperatives, community leaders, and financial institutions in 'Eua. <input type="checkbox"/> Conduct awareness sessions and outreach programs to improve understanding of business registration requirements. <input type="checkbox"/> Assist with training new staff or interns assigned to the 'Eua office on registry procedures and compliance obligations. <input type="checkbox"/> Collect and analyze registry data (e.g., business demographics, investment trends, foreign participation) and contribute to policy discussions at the divisional level. <input type="checkbox"/> Provide input to the Ministry's corporate reports, annual reports, and Cabinet submissions by supplying verified data and case examples from 'Eua. <input type="checkbox"/> Ensure strict confidentiality of sensitive business and personal information handled under registry services. <input type="checkbox"/> Uphold integrity, transparency, and accountability in all interactions with clients and stakeholders.
Person Specification	
Skills and Abilities	<ul style="list-style-type: none"> • Strong knowledge of business registration and compliance processes under the Companies, Business License, and related Acts. • Good understanding of public sector financial procedures, including revenue collection and reconciliation. • Competence in using online business registry systems and Microsoft Office applications. • Excellent customer service and communication skills in both Tongan and English. • Ability to analyze regulatory data, identify risks, and prepare clear, evidence-based reports. • Strong interpersonal and stakeholder engagement skills with the ability to work with diverse groups. • Demonstrated integrity, accountability, and confidentiality when handling sensitive information. <p>Desirable:</p> <ul style="list-style-type: none"> • Familiarity with intellectual property registration (trademarks, patents, designs). • Knowledge of compliance monitoring, enforcement, and reporting procedures. • Experience in community outreach, training, or capacity building for business operators. • Ability to use digital tools for reporting, data visualization, and stakeholder engagement.
Qualifications and Experience	<p>Mandatory:</p> <p>Relevant Diploma Level 5/6 TNQAB framework + up to 3 years' relevant work experience</p>

	<p>-Relevant certificate level 4/trade/technical qualification + 3 years' relevant work experience</p> <p>-Current TPS employee with 5 years' experience in a similar role (meeting other core competency and experience requirements specified in the job description + PMS scores of 3 or above for the past 2 consecutive years)</p>
Authorised by (sign and date)	
Supervisor	<p>Name:</p> <p>Signature & Date:</p>
Deputy Registrar / HOD	<p>Name: Poinisetia Paongo</p> <p>Signature & Date:  26/08/25</p>
CEO	<p>Name: Distaquaine Tu'ihalamaka</p> <p>Signature & Date:  26/08/25</p>
Employee	<p>Name:</p> <p>Signature & Date:</p>

