POSITION TITLE: SENIOR CUSTOMS OFFICER

POSITION NUMBER: L6 – 001-002-006

LOCATION: VARIOUS

REPORTS TO: PRINCIPAL CUSTOMS OFFICER

THE ORGANIZATION

The Fiji Revenue & Customs Service (FRCs) is a statutory authority established under the FRCA Act 1998. FRCs is an agent for the State for administration and enforcement of Tax and Customs Laws in Fiji. Our Vision is to be a world class revenue authority delivering excellence in revenue collection, border protection, trade, and travel facilitation. Our organizational Values are - One organization; Leadership; Valuing employees; Integrity; Results focus; Partnership development.

POSITION PURPOSE

Customs Officers ensure the safety of Fiji’s borders by controlling, monitoring and administering the movement of people, goods and vessels in accordance with the Fiji Customs Act 1986, Fiji Customs Regulation, Tariff Act, International Customs Law, Merchandise Act and relevant Legislations/Decree.

The purpose of the role is also to carry out a host of activities across the Customs operations from Border Control, Risk and Compliance and Tariff and Trade operations. This includes providing assistance to the Principal Customs Officer in related activities such as:

- Contributes and/or conducts 3rd party enquiries and effective investigations
- Conducts audits on Customs Clearance, surveillance and joint operations
- Provides guidance and assistance to COs/ACOs in decision making process to ensure consistency in the application of Policy and procedures
- Contributes and/or coordinates the team’s training and development sessions through knowledge sharing, coaching, on – the – job training and creating awareness within the team.
- Recognizes opportunities for improvement and recommends amicable solutions
- Provides technical advice where/when needed in the absence of PCO/CCO in order to maintain compliance levels, control risk and manage operational activities accordingly.
### ACCOUNTABILITIES

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<tr>
<th>KEY RESULTS AREAS</th>
<th>KEY ACCOUNTABILITIES</th>
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| **Leadership**    | ▪ Providing relevant support to PCOs/CCOs to ensure the achievement of team objectives and targets.  
▪ Understand and lead the team and self through the performance management system.  
▪ Actively supporting the team to ensure delivery standards are maintained through integrity and quality decision making  
▪ Contributing and/or conducting coaching and mentoring of the team, identifying opportunities for improvements to leaders and recommending appropriate solutions based on experience and data.  
▪ Dealing with non-performance appropriately and with application of the code of conduct provisions.  
▪ Understanding your areas Key performance Indicators and ensure that all actions and activities undertaken by self and team are in line with or support achieving these. |
▪ Demonstrating experience by relating provisions of the Law to clients, stakeholders, and peers for the benefit of the team, decision making, awareness and empowerment.  
▪ Ensuring clients are provided with current/relevant information relating to governing Legislations requirements on:  
  - Import and export of prohibited/restricted goods, and the calculation and payment of Duty and VAT owing  
  - Documenting and reporting requirements for the arrival and departure of travellers and crafts  
  - Customs’ processes and procedures  
  - Legislations and agreements  
▪ Ensuring correct assessment of duties and collect revenue due to the state/government  
▪ Effectively applies knowledge of prohibited goods Legislations and practices, CITIES and other international requirements.  
▪ Demonstrating accountability and responsibility for decisions made within the ambits of the law. Well – developed experience with Tariff Classifications and HS Systems and application  
▪ Thoroughly understands Land Transport Authority (LTA) requirements and other relevant regulations  
▪ Ensuring proper assessment, calculation and collection of correct duty due to the state/government  
▪ Providing assistance where a Tariff opinion is required after the assessment of dutiable or chargeable goods  
▪ Ensuring timely processing of Import, Export and Excise transactions |
<p>| <strong>Facilitation &amp; Compliance</strong> | ▪ Encourage understanding of Customer needs and expectations by all team members, look for ways to be customer centric, encourage voluntary compliance and look for innovative approaches when dealing with compliant through to non-compliant actions. |</p>
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| **Stakeholders and Client** | ▪ Providing quality support to the PCO in the smooth operations of Border activities from PAX and Cargo processing, interacting with people, vessels/crafts, baggage or freight at the airports or port of call  
▪ Ensuring timely processing with the clearance of documentation for the arrival and departure of craft, import/export, excise transactions, rummaging of vessels, etc.  
▪ Demonstrating experience to ACOs/COs when assisting travellers, traders and clients in relation to trade compliance, facilitation regulations, security, protection and facilitation processes such as the assessment of TVRS  
▪ Contributing to advance screening of manifests and relevant documentations with airlines and shipping companies/agencies.  
▪ Supporting and/or conducting profiling of cargo and import activities at Post Offices or outer stations  
▪ Providing appropriate support as required to other Border operations e.g. Intelligence activities and other Law Enforcement Agencies  
▪ Ensuring all daily duty collected are accounted for, reconciled and deposited accordingly  
▪ Creating PAX and cargo files for data analysis as required                                                                                                                                                                                                                       |
| **Risk Management**       | ▪ Conducting and/or coordinating communication and awareness with stakeholders through meetings, briefs, presentations, workshops and other interactions with members of the public, traders and licensed manufacturers to raise their understanding and foster voluntary compliance  
▪ Creating and/or contributing to educating and raising awareness for travellers and traders on requirements relating to:  
  - The assessment of cargo at the border  
  - Application of law in regards to the calculation and payment of Duty/Tax due  
  - Customs procedures and practices  
  - Power to detain and investigate  
▪ Developing and maintaining good relationship with other Border Agencies in order to share and keep abreast with current Laws, regulations and practices                                                                                                                                 |
| **Health and Safety**      | ▪ Contributing to the preparation and profiling of risk  
▪ Conducting and/or contributing to risk profiling, targeting and identifying potential risk prior to vessel/craft arrivals through goods manifests or passenger list in consultation with PCOs  
▪ Determining areas of special interest with proper assessment of impounded documents and alerting the relevant stakeholders  
▪ Providing data analysis on PAX and cargo profiling  
▪ Assisting team members in understanding and familiarising themselves with safe use of all relevant equipment and tools including X-ray and First Defender equipment; how to identify and interpret results/images etc  
▪ Ensuring a safe working environment that is consistent with the Policies and SOPs, is OHS compliant and non–hazardous  
▪ Ensures briefings conducted include safe operating instructions.  
▪ Ensure PPE is available and utilised appropriately.                                                                                                                                                                                                                          |
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<td>Reporting and</td>
<td>▪ Contributing and/or preparing timely reports and/or jobsheets on activities undertaken, information</td>
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<tr>
<td>documentation</td>
<td>gathered or files are prepared in conjunction with detentions or seizures.</td>
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<td></td>
<td>▪ Ensuring timely reports are provided on daily collections as required</td>
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<td>▪ Assessing and validating authenticity of source documents during inspections and processing</td>
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<td>▪ Preparing relevant materials/documentation for court proceedings/process</td>
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<td>▪ Maintaining safe record keeping that ensures data/information is readily available and accessible for future reference</td>
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<td>Technology &amp; innovation</td>
<td>▪ Ensure technology utilised is fit for purpose.</td>
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<td>▪ Encourage an environment of innovation and positive change</td>
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<td></td>
<td>▪ Ensuring accurate data entries into Asycuda World, FITS or any related database</td>
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<td>▪ Demonstrating proficiency with Computer application programs</td>
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<td>▪ Practically understands the nCEN (National Customs Enforcement Network) System concept</td>
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**PERFORMANCE MANAGEMENT**

The employee in this role will be expected to meet specific performance standards which will be defined in an individual performance plan, and generally will reflect the employee’s contribution to achieving the Unit’s objectives and measures. Performance review will be conducted annually.

**AUTHORITIES**

A Senior Customs Officer is authorised and will be required to exercise specified powers under the Fiji Customs Act 1988 (and other applicable Legislations and delegated authorities by the CEO of FRCS – Comptroller of Customs) in relation to the detention, questioning and search of persons, inspection of goods using technology, searching craft and vehicles, and detention and seizure of goods.

All decisions must be made under this and other statutes and in accordance with existing FRCS policy and delegated authorities.

**RELATIONSHIPS**

The role requires a robust relationship with all facets of the business. Developing and enhancing interpersonal skills with management and stakeholders, both internally and externally of Customs; across FRCA. Relationships for specific roles may differ slightly by location.

**MOVEMENTS**

Movement to meet the career development needs of employees and/or the genuine business needs, employees may from time to time expect to move from one position to another in the same or different Business Unit or within the same geographic location.
PERSON SPECIFICATION

ESSENTIAL
A Fiji citizen or permanent resident
University Degree, equivalent professional qualifications or life skills with relevant experience and appropriate skills level
Police, Medical and Drug test clearance
Accountable and Responsible for actions and decisions
Ability to demonstrate and maintain FRCSs values during and after official hours of duty
Required fitness level to withstand the physical and intellectual nature of the work and roster shifts 24/7
A can do attitude

DESIRABLE
Proficient with the use of MS Windows programs, computer savvy both software and hardware
Actively seeking to develop career path in FRCS, is agile, resilient, self-aware, with high integrity and passion
Commitment to continuous improvement and customer satisfaction

CORE COMPETENCIES

COMPETENCIES

Action Oriented
- Enjoys working hard and is full of energy for situations and experiences which are challenging for him/her. Is intellectually sharp and is not fearful of acting when necessary, seizing opportunities as they present themselves

Decision Quality
- Utilizes a mixture of analysis, wisdom, experience, and judgment to make high quality, timely decisions and produce ideas and solutions that are accurate.
- Assists others to make decisions by giving advice and offering solutions, and can use his/her time efficiently to make effective decisions even when information is complex, incomplete or there are time pressures

Informing
- Provides the information people need to know to do their jobs, providing individuals with timely and accurate information so that they can make quality decisions as and when required.

Customer Focus
- Establishes and maintains effective relationships of internal and external customers gaining their trust and respect through continuously meeting their expectations and requirements. Gains first-hand customer information and uses it for improvements in products and services, always acting with customers in mind.
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<th>Listening</th>
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<td>Consistently practices attentive and active listening and demonstrate an ability to accurately reflect the opinions of others even when he/she disagrees. Demonstrates tolerance with people and processes, by listening, checking and understanding information before making judgments or acting.</td>
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<th>Peer Relationship</th>
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<td>Is a team player who is focused on being cooperative and collaborative with others, and who honestly represents his/her own opinions in a way that is fair to others. Quickly seeks to find common ground and solutions to problems for the good of all.</td>
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<th>Conflict Management</th>
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<td>Ability to read situations quickly; stick with tough conversations and situations with the intention of settling disputes equitably. Responding to conflict by listening, searching for common ground and gaining cooperation with minimal friction.</td>
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<th>Detail Orientation</th>
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<td>Has an eye for detail and takes pride in capturing and producing accurate and quality work. Ensures all security of information requirements are adhered to.</td>
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<th>Self-Development</th>
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<td>Demonstrates a commitment to identifying areas of personal strength and weakness, employing various skills and approaches in different situations when necessary and continuously improving him/herself.</td>
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<th>Functional/Technical Skills</th>
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<td>Has the functional and technical knowledge and skills to do the job at a high level of accomplishment. Learns and assimilates new skills and knowledge (including technical, industry, organizational, process or procedural areas) quickly. Demonstrates an appropriate level of detail orientation and seeks clarification from those more experienced when needed</td>
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