



POSITION DESCRIPTION – FEBRUARY 2018

POSITION TITLE: Records Officer

POSITION NUMBER: L2-001

LOCATION: Suva

REPORTS TO: Manager RMU

THE ORGANIZATION

The Fiji Revenue & Customs Service (FRCS) is a statutory Service established under the customs act no.11 of 1986. 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 Service 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

The Records Officer [RO] reports directly to its respective Team Leader. He/she will actively perform delegated tasks such as the register of correspondence, creation of new files, and register retrieval requests in HPRM or the Electronic Document Recording Management Systems. He/she will also be handling the archival of records, which will include manual sequential filing of returns in each taxpayer file, scanning of returns, file cleansing and file put away.

Other duties include daily tax batch collection update in FITS and its prompt labeling, daily collection of Customs SADs and its subsequent update in HPRM, proper storage of archival boxes, collection and delivery of mail, assist Customs warehouse officer for customs goods stored at the warehouse and attending to ad hoc requests issued by Team Leader or Manager RMU.

ACCOUNTABILITIES

KEY RESULTS AREAS	KEY ACCOUNTABILITIES
Records Creation and Retrieval	Promptly registering of new files/documents within agreed timeframe Promptly registering of CEC correspondences within agreed timeframe Retrieval of records within agreed targeted timeframes Prompt put away of newly created files Daily prompt collection of Tax batches Accurate manual verification of tax returns in batches, prior to update in FITS Daily prompt collection of Customs SADs Accurate manual verification of SADs, prior to creation of batches and subsequent update in TRIM Daily delivery and collection of mail Minimal disruptions/error recorded for mail issue
Archival process	Ratio of errors recorded in total weekly archived records

KEY RESULTS AREAS	KEY ACCOUNTABILITIES
	<p>Total records archived per week as per team member allocation</p> <p>Accurate cleansing of file as per cleansing procedure</p> <p>Progress report in accuracy in data entry</p> <p>Ensure archival process is followed by RMU officers</p> <p>Proper dispatch of archival boxes to FRCA Records Offsite facility are practiced</p> <p>Proper procedures are adhered to with regard to the packing of records in archival boxes</p> <p>Ensure that data provided for archival reporting is accurate and reliable.</p>
<p>Management/Leadership</p>	<p>Full participation as expected of a member of the Records Management Team</p> <p>Practice teamwork in sharing advice and assistance to other team members correct procedures</p> <p>Assist RMU management on creating awareness of the importance of good record managing to FRCA Head Office</p> <p>Willingness to participate on the job training on all tasks involved in RMU</p> <p>Maintaining professionalism as expected of a RMU officer</p> <p>Effective teamwork and knowledge sharing culture</p> <p>Efficient & effective FRCA Mail Management</p> <p>Prepare statistical / work reports for Manager RMU as and when required</p>
<p>Records Custodian</p>	<p>Prompt reporting and subsequent recording of any un-authorized entry to records storage site</p> <p>Actively participate in measures to prevent un-authorized entry of non RMU staff into RMU office</p> <p>Control of Custom seized goods as per Customs & RMU warehouse policy</p> <p>Assist Team leader in maintaining proper stewardship on records in offsite facility</p> <p>Active role in enforcing records security/monitoring measures</p> <p>Actively participate in File Census</p>
<p>Risk Management and Security</p>	<ul style="list-style-type: none"> ▪ Demonstrating knowledge and application of the Revised Kyoto Convention, Arusha Declaration and the SAFE frameworks ▪ Competently undertake basic profiling of passengers
<p>Reporting and documentation</p>	<ul style="list-style-type: none"> ▪ Preparing and providing accurate timely reports; <ul style="list-style-type: none"> - Interactions with passengers at passport control lines as required for enforcement of Customs or other Agency legislation ▪ Actively ensure update of registers as required ▪ Identifying opportunities for continuous improvement and safekeeping of official documents for future reference.
<p>Technology</p>	<ul style="list-style-type: none"> ▪ Ensuring that Asycuda World, FITS, IBMS and any related computer programs captures accurate data received in order to process and analyse useful information for business purpose. ▪ Understanding the IBMS system and its application

KEY RESULTS AREAS	KEY ACCOUNTABILITIES
	<ul style="list-style-type: none"> Proficiently use Computer applications program

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 aligned to achievement of the Unit’s objectives.

PERSON SPECIFICATION

ESSENTIAL Diploma in Information Systems, Library Essentials and or Business Studies. Leadership, Time Management, Team Work, Communication, Interpersonal, Report Writing Records Management, Business Administration, Reporting of Financial Statements.
 Experience in relevant field in similar role Computer Filing System, Archiving, and File Management
 Accountable, Detail Oriented, Energetic, Enthusiastic, Self Sufficient and Assured, Team Oriented Disciplined / Systematic, Creative, Initiative, Well Organized

DESIRABLE Degree Records Management, And/or Information System, Accounting.

CORE COMPETENCIES

COMPETENCIES
<p>Customer Focus</p> <ul style="list-style-type: none"> 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.
<p>Decision Quality</p> <ul style="list-style-type: none"> 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
<p>Informing</p> <ul style="list-style-type: none"> 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.
<p>Action Oriented</p> <ul style="list-style-type: none"> 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
<p>Listening</p> <ul style="list-style-type: none"> 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.

<p>Peer Relationships</p> <ul style="list-style-type: none"> ▪ 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.
<p>Conflict Management</p> <ul style="list-style-type: none"> ▪ 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.
<p>Detail Orientation</p> <ul style="list-style-type: none"> ▪ 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.
<p>Self-Development</p> <ul style="list-style-type: none"> ▪ Demonstrates a commitment to identifying areas of personal strength and weakness, employing various skills and approaches in different situations when necessary and continuously improving.
<p>Functional/Technical Skills</p> <ul style="list-style-type: none"> ▪ 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

Records Officer - Position Description February 2017 - L2-001
