



POSITION DESCRIPTION – November 2018

POSITION TITLE: Cashier

POSITION NUMBER: L7-007

LOCATION: Rotational

REPORTS TO: Principal Customs Officer/ Team Leader

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

To contribute to maximising the collection of revenue by recording, receipting and collecting payments, reconciling payments received and arranging banking on a timely basis.

As a member of the Revenue team, the role contributes to the achievement of our Vision.

ACCOUNTABILITIES

KEY RESULTS AREAS	KEY ACCOUNTABILITIES
Reporting and documentation	<ul style="list-style-type: none"> ▪ Reconcile and prepare daily banking ▪ To prepare reports for Customs and the Finance section of daily collections
Operations	<ul style="list-style-type: none"> ▪ Timely receipting of payments
Client Information and Service	<ul style="list-style-type: none"> ▪ Provide accurate and timely information to customers ▪ To attend to public queries, both in person and on the telephone
Enforcement and Compliance	<ul style="list-style-type: none"> ▪ Provide feedback on any payment related queries.
Risk Management and Security	<ul style="list-style-type: none"> ▪ Identify any potential fraud or unauthorised payment
Technology	<ul style="list-style-type: none"> ▪ To be able to receive payment using Ayscuda World and FITS
Health, Safety, and Wellness	<ul style="list-style-type: none"> ▪ Support initiatives for high standards of Health, Safety and Wellness across FRCA ▪ Understand and implement your responsibilities and accountabilities with regards to Health Safety and Well-being ▪ Ensure compliance to relevant Occupational Health, and Safety (OHS) obligations and support of health, safety and wellness initiatives and that relevant policies are understood, followed and implemented by all employees

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 Accounting/Finance/Banking/ Business or in any Finance related field
Excellent analytical skills
A Fiji citizen or permanent resident
Police, medical, and drug test clearance
Ability to operate within a service excellence culture

DESIRABLE Degree in Accounting/Finance/Banking/ Business or in any Finance related field
Integrity, enjoy problem solving and customer facilitation.

CORE COMPETENCIES

COMPETENCIES
Customer Focus <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.
Decision Quality <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
Informing <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.
Action Oriented <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
Listening <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.
Peer Relationships <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.

Conflict Management

- 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.

Detail Orientation

- 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.

Self-Development

- Demonstrates a commitment to identifying areas of personal strength and weakness, employing various skills and approaches in different situations when necessary and continuously improving.

Functional/Technical Skills

- 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

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