



**POSITION DESCRIPTION – NOVEMBER 2018**

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**POSITION TITLE: CUSTOMER SERVICE OFFICER - GOLD CARD**

**POSITION NUMBER: L7-003 - Rotational**

**LOCATION: FRCS HEAD OFFICE, SUVA**

**REPORTS TO: GCS MANAGERS**

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**THE ORGANIZATION**

The Fiji Revenue & Customs Service (FRCS) is a statutory authority established under the FRCS 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**

The Gold Card (GC) Customer Services Officer (CSO) is responsible for attending to customers at the counter and by telephone.

The purpose of the role is to carry out a host of activities across the Taxation and Customs operations and provide assistance to the Gold Card Managers in related activities such as attending to customers at the counter; greeting customers and direct them to the relevant staff; lodgement of all return types; instant receipting of Taxation and Customs payments as when required; ordering and maintaining stock; operating standard equipment including photocopiers, scanners and printers; preparing and maintaining requisitions (not limited but including Gloria Jean’s Coffee and Water requisitions) as when required; personal assistant to the Chief Assessor Gold Card Services (GCS); maintaining the GC filing system; receiving all correspondences and returns for GCS; prepare standard and produce statistics or information as required. The CSO will also attend to any other duties assigned to her by the Gold Card Managers.

As a member of the Gold Card Services, the role contributes to the achievement of our Vision.

**ACCOUNTABILITIES**

KEY RESULT AREAS	KEY ACCOUNTABILITIES
<p><b>Provide Administrative Support</b></p>	<ul style="list-style-type: none"> <li>▪ Proactively attend to customers at the counter</li> <li>▪ Ensure to professionally greet customers and direct them to the relevant staff as and when requested</li> <li>▪ Maintain registers and ensure it is within the registered cash flows</li> <li>▪ Ensure to provide effective back up cashier</li> <li>▪ Overseeing lounge (upkeep of pot plants, general tidiness)</li> </ul>

	<ul style="list-style-type: none"> <li>▪ Proactively maintain boardroom bookings including preparing of water and arranging meetings</li> </ul>
<b>Maintain Efficient &amp; Effective Processing of Correspondence and Submission of Reports</b>	<ul style="list-style-type: none"> <li>▪ Ensure all recording of correspondence in TRIMS</li> <li>▪ Proactively refer correspondence to officers</li> <li>▪ Maintain despatch book and ensure Tax Clearance and other work to be recorded in the register</li> <li>▪ Ensure to arrange for Courier and Blue bag pickups and maintain filing system of GCS</li> <li>▪ Conduct photocopying of tax returns, remittance stamped tax clearance and other documents as and when needed</li> <li>▪ Effectively and efficiently prepare and produce statistics or information as required for the Gold Card Services Team</li> </ul>
<b>Team Administration Support</b>	<ul style="list-style-type: none"> <li>▪ Conduct data entry on lodgement of all returns; validation of returns; and efficiently and effectively processing of returns (VS and Levy returns) with minimum reworks</li> <li>▪ Assist in conducting other work delegated from the leaders as and when required.</li> </ul>
<b>Partnerships and Customers</b>	<ul style="list-style-type: none"> <li>▪ Ensure that the highest standards of internal and external customer service are consistently delivered by the Team</li> <li>▪ To participate and cooperate with other team members in achieving the team goals and initiatives.</li> </ul>
<b>Risk Management and Security</b>	<ul style="list-style-type: none"> <li>▪ Assist with identification of people and organizational risks, in your area of responsibilities, ensure mitigation strategies are in place and as appropriate, action taken to minimise any actual or potential impact</li> <li>▪ Contribute to ensuring that core terms and conditions are managed, key relationships are maintained and opportunities for enhancement are identified</li> <li>▪ Support GCS with initiatives to have an up-to-date risk management framework in place linked to FRCS risk management strategies</li> </ul>
<b>Health, Safety, and Wellness</b>	<ul style="list-style-type: none"> <li>▪ Promote and support initiatives for high standards of Health, Safety and Wellness across FRCS</li> <li>▪ Understand and implement your responsibilities and accountabilities with regards to Health Safety and Well-being</li> <li>▪ Promote compliance with relevant Occupational Health, and Safety (OHS) obligations and support of health, safety and wellness initiatives</li> </ul>

#### **DELEGATIONS:**

As may be delegated from time to time for specific tasks.

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#### **PERSON SPECIFICATION**

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##### **ESSENTIAL**

Certificate in Accounting  
 Experience in provision of Administration or Assistant to business units  
 Police, Medical and Drug test clearance

##### **DESIRABLE**

Experience in professional office administration and excellent computer literacy

#### **PERFORMANCE COMPETENCY INDICATORS**

As **CUSTOMER SERVICE OFFICER**, your performance is measured through two criteria:

- **Performance outcome criteria** for your area of responsibility. These are agreed and reviewed annually. You report quarterly to the GCS Managers on progress, and provide mitigation strategies and timelines where agreed criteria are at risk of non-achievement.
- **Employee competencies** - you report quarterly to the GCS Managers on your performance measured against the competencies for your role. These are set out below.

NB: These may change once the FRCS Employee Competencies are finalized.

COMPETENCY	COMPETENCY DESCRIPTOR
<b>PROCESS MANAGEMENT</b>	<ul style="list-style-type: none"> <li>▪ Consistently good at identifying the necessary processes, and organising the right people to get things done</li> <li>▪ Knows what to measure and how to measure it so that complex processes can be refined and more can be achieved with fewer resources</li> <li>▪ Can organise resources (people, funding, material, support) and use them effectively to get things done including managing multiple activities at once and recording information and files in a useful manner</li> </ul>
<b>DECISION QUALITY</b>	<ul style="list-style-type: none"> <li>▪ Utilises a mixture of analysis, wisdom, experience, and judgement to make high quality, timely decisions, and produce ideas and solutions which are accurate.</li> <li>▪ Assist 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, or there are time pressures.</li> </ul>
<b>DRIVE FOR RESULTS</b>	<ul style="list-style-type: none"> <li>▪ Can be counted on to successfully exceed goals and expectations by consistently be a top performer, continually pushing themselves and others for results</li> </ul>
<b>LISTENING</b>	<ul style="list-style-type: none"> <li>▪ Consistently practices attentive and active listening and demonstrates an ability to accurately reflect the opinions of others even when he/she disagrees</li> <li>▪ Demonstrates tolerance with people and processes by listening, checking and understanding information before making judgements or acting</li> </ul>
<b>COURAGE CONVERSATION</b>	<ul style="list-style-type: none"> <li>▪ Is direct and honest in their communication with others by providing timely, complete and “actionable” feedback (positive and critical)</li> <li>▪ Takes tough stands and faces up to problems with any person or in any situation when necessary, and take negative action when it is necessary to do so</li> </ul>
<b>SELF DEVELOPMENT</b>	<ul style="list-style-type: none"> <li>▪ Is personally committed to and actively works to continuously improve self</li> <li>▪ Understands that different situations may call for different skills and approaches, works to strengths and compensates for weaknesses.</li> </ul>

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