

**POSITION DESCRIPTION – OCTOBER 2019**


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**POSITION TITLE:** Primary Line

**POSITION NUMBER:** L2-003

**LOCATION:** FRCS Office, Nausori Port

**REPORTS TO:** Senior Customs Officer  
Customs Officer

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**THE ORGANIZATION**

The Fiji Revenue & Customs Service (FRCS) is a statutory Service 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 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**

Primary Line Officers are specific recruits into Fiji Revenue & Customs, they will undertake specific Primary Line functions [Passport Control] at Airports in Fiji to support the redeployment of Customs Officers into more compliance facing functions within the same site.

The PLO role is a permanent role in Revenue and Customs.

Primary Line Officers primary function is to be customer service champions at airports while they undertake the important role of passport processing arrival and departing travellers. A critical specification of the role is to have and display a positive and friendly attitude to the travelling public.

PLOs will be expected to undertake and pass training requirements appropriate to the role and Department of Immigration standards.

PLOs cannot transition into Assistant or Customs Officer roles; they will need to go through the selection process for Customs Officers as well as complete training requirements for this to be considered Customs Officers.

The role is a key member of the Customs Management team in FRCS.

**ACCOUNTABILITIES**

| KEY RESULTS AREAS                        | KEY ACCOUNTABILITIES  |
|--|---|
| <b>Application of Legislative Powers</b> | <ul style="list-style-type: none"> <li>▪ Understanding and applying as required in undertaking allocated duties the Powers under the Fiji Customs Act 1986, Fiji Customs Regulation, Customs Tariff Act, Customs Prohibited Imports and Exports Regulation, Policies and procedures, WTO Valuation &amp; Trade facilitation Agreements, International Customs Law, Multilateral &amp; Bilateral Agreements, and other law enforcement agencies legislations to which FRCS has an obligation.</li> </ul> |

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|                                       | <ul style="list-style-type: none"> <li>▪ Applying the provisions of the legislation to travellers, traders and taxpayers as required, identifying appropriate options and support to improve awareness, and encourage compliance to Customs requirements.</li> <li>▪ Provide travellers, traders and taxpayers with relevant information of requirements relating to governing Legislations on: <ul style="list-style-type: none"> <li>➢ The import and export of prohibited and restricted goods,</li> <li>➢ The identification of the correct HS Tariff applicable, calculation and payment of Duty and VAT.</li> <li>➢ Documentation, recording and reporting requirements for the arrival and departure of travellers and crafts</li> <li>➢ Customs' processes and procedures</li> <li>➢ Legislations and agreements.</li> </ul> </li> <li>▪ Accurately calculate tariff and duties for assessment of value of goods, record, and collect the correct Customs duties and or Taxation revenue</li> <li>▪ Understanding of procedures to follow to enact restricted and prohibited goods Legislations and practices, CITIES, HS Classifications, IPR, other local law enforcement agencies and international requirements.</li> </ul> |
| <b>Border Operations</b>              | <p><b>INTERNATIONAL AIRPORTS AND SEA PORTS:</b></p> <ul style="list-style-type: none"> <li>▪ On behalf of Fiji Immigration process passports and travel documents of arriving and departing travellers at international airports and seaports.</li> <li>▪ Carry out accurate screening and profiling of aircraft and travellers</li> <li>▪ Accurately capture correct passenger movement data in IBMS and other systems</li> <li>▪ Enforcement of alert reports and carrying out profiling of airline passengers while performing marshalling duties as required.</li> <li>▪ Facilitating the movement of people, &amp; craft as directed by Supervisors and/or Principal Customs Officers</li> <li>▪ Providing assistance to travellers in relation to facilitation regulations.</li> <li>▪ Providing appropriate support as required to other Border operations e.g. Intelligence activities and other Law Enforcement Agencies.</li> <li>▪ Accurate and timely preparation of reports as required.</li> </ul>  |
| <b>Client Information and Service</b> | <ul style="list-style-type: none"> <li>▪ Assist SCO/PCOs with communication and awareness through stakeholder's meetings, briefs, presentations, workshops and other interactions to members of the public, traders and licensed manufacturers to raise their understanding to meet obligations.</li> <li>▪ Actively participate in creating awareness for travellers and traders on requirements relating to: <ul style="list-style-type: none"> <li>➢ The assessment of cargo at the border</li> <li>➢ Application of law in regards to the calculation and payment of Duty/Tax due</li> <li>➢ Customs procedures and practices</li> </ul> </li> </ul>  |
| <b>Enforcement and Compliance</b>     | <ul style="list-style-type: none"> <li>▪ Understand the application of the SAFE framework and FRCS Risk Management Framework, and accurately calculate required penalties.</li> <li>▪ Assist where required with investigation activities of Infringement cases based on Seizure Reports.</li> <li>▪ Assist SCOs/PCOs in company audits, field audits and case briefing to Management</li> </ul>  |

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|                                       | <ul style="list-style-type: none"> <li>▪ Actively participate in analysis and risk profiling activities, targeting and identifying potential risk prior to vessel/craft arrivals through the advance information of cargo and passenger list.</li> </ul>  |
| <b>Reporting and documentation</b>    | <ul style="list-style-type: none"> <li>▪ Preparing and providing accurate timely reports;</li> <li>▪ Interactions with passengers at passport control lines as required for enforcement of Customs or other Agency legislation</li> <li>▪ Actively ensure update of registers as required</li> <li>▪ Identifying opportunities for continuous improvement and safekeeping of official documents for future reference.</li> </ul>  |
| <b>Occupational Health and Safety</b> | <ul style="list-style-type: none"> <li>▪ Support high standards of Health, Safety and Wellness across FRCS, incorporating OHS components into development initiatives where appropriate</li> <li>▪ Understand and implement your leader responsibilities and accountabilities with regards to Health Safety and Well-being</li> <li>▪ 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</li> </ul>  |
| <b>Technology</b>                     | <ul style="list-style-type: none"> <li>▪ 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.</li> <li>▪ Understanding the IBMS system and its application</li> <li>▪ Proficiently use Computer applications program</li> </ul>   |
| <b>Risk Management and Security</b>   | <ul style="list-style-type: none"> <li>▪ Competently undertake the duties required in the application of First Defender equipment e.g. Airport Security X-ray images; interpretations of density, colour and shapes – and apply the correct SOP process to investigation and where relevant report and/or apprehend non-compliant goods.</li> <li>▪ Analyse passenger and cargo lists accurately identifying potential risk areas during Air/Sea cargo clearance procedures and reporting these to SCO/PCO for direction.</li> <li>▪ Demonstrating knowledge and application of the Revised Kyoto Convention, Arusha Declaration and the SAFE frameworks</li> <li>▪ Competently undertake basic profiling of goods or passengers</li> </ul> |
| <b>Health, Safety, and Wellness</b>   | <ul style="list-style-type: none"> <li>▪ Champion high standards of Health, Safety and Wellness across FRCS incorporating components into development initiatives where appropriate</li> <li>▪ Ensure compliance to relevant Occupational Health, and Safety (OHS) obligations and support of health, safety and wellness initiatives are supported and that relevant policies are understood, followed and implemented by all employees</li> </ul>   |

### PERFORMANCE COMPETENCY INDICATORS

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.

### AUTHORITIES

Primary Line Officers are authorized and required to exercise specified powers under the Fiji Immigration Act 2003, the Customs Act 1988 (and other applicable Legislations and delegated authorities by the CEO of FRCS – Comptroller of Customs), such as: questioning persons, requesting documentation proving identity and other travel requirements.

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

**RELATIONSHIPS**

Officers operate in close liaison with others; ACOs, Cos, SCOs PCOs and CCOs. Officers in undertaking their duties represent FRCS and as such must act with integrity and respect when interacting with all people. Relationships for specific roles may differ slightly by location.

**MOVEMENTS**

Officers operate in close liaison with others; ACOs, Cos, SCOs PCOs and CCOs. Officers in undertaking their duties represent FRCS and as such must act with integrity and respect when interacting with all people. Relationships for specific roles may differ slightly by location.

**PERSON SPECIFICATION**

**ESSENTIAL**

- A Fiji citizen or permanent resident
- Degree or Diploma in Customs would be added advantage
- Ability to operate within a service excellence culture
- Sound judgment and confident decision-making ability
- Sound writing and computer skills with accuracy and attention to detail
- A tactful but firm manner with listening and questioning skills.
- Required fitness level to withstand the rigorous physical and intellectual nature of the work and 24/7 rostered shifts

**DESIRABLE**

- Resilient, agile, self – aware and have high
- Integrity, enjoy problem solving and customer facilitation.

**PERFORMANCE COMPETENCY INDICATORS**

As a Primary Line 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 Senior Customs officer/ Principal Customs Officer on progress, and provide mitigation strategies and timelines where agreed criteria are at risk of non-achievement.
- **Leadership competencies** - you report quarterly on your facilitation performance measured against the competencies for your role. These are set out below.

| COMPETENCY  | COMPETENCY DESCRIPTOR   |
|---|---|
| <b>Problem Solving And Dealing With Ambiguity</b> | <ul style="list-style-type: none"> <li>• Effectively copes with change and adapts comfortably</li> <li>• Managing risk and uncertainty without being influenced</li> <li>• Making decisions on the basis of information available at that point in time</li> <li>• Developing resilience on a case – by – case basis to allow flexibility to change course when more information comes to light</li> </ul>                      |
| <b>Action Oriented</b>                            | <ul style="list-style-type: none"> <li>• 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</li> </ul>   |
| <b>Drive For Results</b>                          | <ul style="list-style-type: none"> <li>• Tenacious and strives for efficiency, pushing deadlines ahead of obstacles and interruptions</li> <li>• Urgency to solve problems and complete assigned tasks promptly</li> <li>• Ascertaining the appropriate level to intervene in situations that jeopardizes the safety of the FRCS or the nation.</li> <li>• Seeking feedback from stakeholders for future improvement</li> </ul> |
| <b>Peer Relationships</b>                         | <ul style="list-style-type: none"> <li>• Is a team player who is focused on being cooperative and collaborative with others, and who honestly represents his/her</li> </ul>   |

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|                                    | 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.   |
| <b>Conflict Management</b>         | <ul style="list-style-type: none"> <li>• Steps up to conflicts, seeing them as opportunities; reads situations quickly; good at focused listening; can hammer out tough agreements and settle disputes equitably; can find common ground and get cooperation with minimum noise</li> </ul>   |
| <b>Decision Quality</b>            | <ul style="list-style-type: none"> <li>• Making good decisions (without considering how much time it takes) based upon a mixture of analysis, wisdom, experience, and judgment; most of his/her solutions and suggestions turn out to be correct and accurate when judged over time; sought out by others for advice and solutions</li> </ul>  |
| <b>Self-Knowledge</b>              | <ul style="list-style-type: none"> <li>• Recognizes personal strengths, weaknesses, opportunities, and limits; seeks feedback; gains insights from mistakes; is open to criticism; isn't defensive; is receptive to talking about shortcomings; looks forward to balanced (+s and -s) performance reviews and career discussions</li> </ul>  |
| <b>Functional/Technical Skills</b> | <ul style="list-style-type: none"> <li>• 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</li> </ul> |
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