

POSITION DESCRIPTION – August 2021
POSITION TITLE: CUSTOMER SERVICE OFFICER - GOLD CARD
POSITION NUMBER: [Category]

LOCATION: FRCS HEAD OFFICE SUVA and NADI OFFICE
REPORTS TO: GCS TEAM LEADERS
THE ORGANIZATION

The Fiji Revenue and 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

To carry out a host of activities across the Taxation and Customs operations and provide assistance to the Team in related activities such as providing assistance at the service desk by greeting customers and direct them to the relevant staff or counter; responsible for the assessing and processing of joint cards; attending to TPOS work items; ordering and maintaining stationaries; preparing and maintaining requisitions; operating standard equipment including photocopiers, scanners and printers; attending to telephone, counter and email enquiries. The CSO will also attend to any other duties assigned by the Team Leaders.

DUTIES AND RESPONSIBILITIES

KEY RESULTS AREAS	KEY ACCOUNTABILITIES
<p>Provide Administrative Support</p>	<ul style="list-style-type: none"> ▪ Proactively attend to customers at the counter, ensure to professionally greet customers ▪ No complaint from customer ▪ Customer is guided to the right staff ▪ Receive applications and record in register these and distribute to staff instantly ▪ Timely referral (instant) ▪ Maintain registers and despatch book ▪ All despatched correspondence is recorded in the despatch book ▪ Registers are up to date ▪ Maintain petty cash and ensure it is within the registered cash flows ▪ Petty cash balances ▪ Responsible for the processing of joint card applications and processing of joint cards ▪ Quick turnaround of service (instant to 3working days)

	<ul style="list-style-type: none"> ▪ Attending to NTIS work items ▪ Quick turnaround of service (instant to 3working days) ▪ Ordering and preparing requisitions for stationaries Monthly (early in the month) ▪ Operating standard equipment including photocopiers, scanners, and printers' daily check ▪ Proactively maintain meeting room bookings and arranging meetings ▪ Overseeing lounge daily check ▪ Attending to telephone, counter, and email enquiries ▪ Quick turnaround of service (instant to 3working days)
<p>Maintain Efficient & Effective Processing of Correspondence and Submission of Reports</p>	<ul style="list-style-type: none"> ▪ Ensure all recording of correspondence in TRIMS ▪ Quick turnaround of service (instant to 3working days) ▪ Proactively refer correspondence to officers' same day or the next working day ▪ Ensure to arrange for Courier and Blue bag pickups and maintain filing system of GC same day or the next working day ▪ Conduct photocopying of tax returns and other documents as and when needed same day or the next working day
<p>Team Administration Support</p>	<ul style="list-style-type: none"> ▪ Facilitating and attending to taxpayers requests on TPOS ▪ Conduct lodgement of all returns ▪ Same day or next working day ▪ Assist in conducting other work delegated from the managers as and when required
<p>Partnerships and Customers</p>	<ul style="list-style-type: none"> ▪ To participate and cooperate with other team members in achieving the team goals and initiatives ▪ Maintaining Good Relationship with our Gold Card Taxpayers and Stakeholders ▪ Ensuring instant service to Taxpayers
<p>Risk Management and Security</p>	<ul style="list-style-type: none"> ▪ Support GCS with initiatives to have an up-to-date risk management framework in place linked to FRCS risk management strategies
<p>Health, Safety, and Wellness</p>	<ul style="list-style-type: none"> ▪ Promote and support initiatives for high standards of Health, Safety and Wellness across FRCS ▪ Understand and implement your responsibilities and accountabilities with regards to Health Safety and Well-being ▪ Promote compliance with relevant Occupational Health, and Safety (OHS) obligations and support of health, safety and wellness initiatives

DELEGATIONS:

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

PERSON SPECIFICATION

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

WORKING CONDITIONS

Normal Working hours Monday to Thursday from 8.00am to 4.30pm
 Normal working hours Friday from 8.00am to 4.00pm
 Extended working hours to meet your deliveries if required
 Rotation of duties within FRCS if required

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
PROCESS MANAGEMENT	<ul style="list-style-type: none"> ▪ Consistently good at identifying the necessary processes and organising the right people to get things done ▪ Knows what to measure and how to measure it so that complex processes can be refined and more can be achieved with fewer resources ▪ 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
DECISION QUALITY	<ul style="list-style-type: none"> ▪ Utilises a mixture of analysis, wisdom, experience, and judgement to make high quality, timely decisions, and produce ideas and solutions which are accurate ▪ 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
DRIVE FOR RESULTS	<ul style="list-style-type: none"> ▪ Can be counted on to successfully exceed goals and expectations by consistently be a top performer, continually pushing themselves and others for results
LISTENING	<ul style="list-style-type: none"> ▪ Consistently practices attentive and active listening and demonstrates 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 judgements or acting

COURAGE CONVERSATION	<ul style="list-style-type: none"> ▪ Is direct and honest in their communication with others by providing timely, complete and “actionable” feedback (positive and critical) ▪ 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
SELF DEVELOPMENT	<ul style="list-style-type: none"> ▪ Is personally committed to and actively works to continuously improve self ▪ Understands that different situations may call for different skills and approaches, works to strengths and compensates for weaknesses

ACKNOWLEDGEMENT:

Name:	
Date:	
Signature:	
Witness Name:	
Signature:	
Date:	

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