

POSITION DESCRIPTION – SEPTEMBER 2022

POSITION TITLE: ASSISTANT TAX OFFICER – CSC
LOCATION: SUVA
REPORTS TO: SENIOR ASSESSOR

THE ORGANIZATION

The Fiji Revenue and Customs Service (FRCS) is a statutory service established under the FRCS Act 1998. FRCS is an agent for the State for the 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 provide assistance to the Team in related activities such as receipting of Taxation and Customs payments; balancing, preparing and filing of cashier reports; keeping safe custody of cheques and cash during the day; attending to NTIS online work items on a timely manner; reversal adjustments; attending to telephone, counter, and email enquiries. The ATO will also attend to any other duties assigned by the Senior Assessor as when required.

DUTIES & REPONSIBILITIES

OUTPUT	KEY PERFORMANCE MEASURE
Team Support & Submission of Reports	<ul style="list-style-type: none"> ▪ Receipting of Taxation and Customs payments <ul style="list-style-type: none"> • No reworks • Instant receipting ▪ Balancing, preparing and filing of cashier reports <ul style="list-style-type: none"> • Daily reconciliation ▪ Keeping safe custody of cheques and cash during the day <ul style="list-style-type: none"> • Daily safekeeping • No shortage of collection ▪ Reversal Adjustments <ul style="list-style-type: none"> • Same day or the next working day ▪ Attending to NTIS online work items on a timely manner <ul style="list-style-type: none"> • Quick turnaround of service (instant to 3working days) ▪ Attending to telephone, counter, and email enquiries <ul style="list-style-type: none"> • Quick turnaround of service (instant to 3working days)
Facilitation & Compliance	<ul style="list-style-type: none"> ▪ Vetting of Remittance Advice Slips <ul style="list-style-type: none"> • Same day or the next working day ▪ Ensuring receipting of correct payments <ul style="list-style-type: none"> • No reworks ▪ Assist in conducting other work delegated by the Senior Assessor as and when required <ul style="list-style-type: none"> • Same day or the next working day

OUTPUT	KEY PERFORMANCE MEASURE
Partnerships and Customers	<ul style="list-style-type: none"> ▪ Ensure that the highest standards of internal and external customer service are consistently delivered by the Team <ul style="list-style-type: none"> • Quick turnaround of service (instant to 3working days) ▪ To participate and cooperate with other team members in achieving the team goals and initiatives <ul style="list-style-type: none"> • Quick turnaround of service (instant to 3working days)
Risk Management and Security	<ul style="list-style-type: none"> ▪ Support CSC with initiatives to have an up-to-date risk management framework in place linked to FRCS risk management strategies
Health, Safety, and Wellness	<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
Technology & innovation	<ul style="list-style-type: none"> ▪ Ensuring accurate data entries into FITS/NTIS/ASYCUDA or any related database ▪ Demonstrating proficiency with Computer application programs

DELEGATION

As may be delegated by SA from time to time.

PERSON SPECIFICATION

ESSENTIAL Diploma or higher in a relevant discipline
Significant experience of 1-2 years in a similar role.

DESIRABLE Knowledge and experience of FRCS business and customer base
Experience in leading and managing organization wide development
Experience of working across government and wider business environment.

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 meet your deliveries if required.

Rotation of duties within FRCS ID required.

PERFORMANCE COMPETENCY INDICATORS

As an Assistant Tax officer your performance is measured through two criteria:

- **Performance outcome criteria** for your area of duty & responsibility. These are agreed and reviewed every financial year. You report quarterly to the Senior Assessor on progress, and provide mitigation strategies and timelines where agreed criteria are at risk of non-achievement.
- **Employee competencies** - you report quarterly on your facilitation performance measured against the competencies for your role. These are set out below.

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 is 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 other 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
Intellectual Horsepower	<ul style="list-style-type: none"> • Is bright and intelligent, and deals with concepts, decision and complex information or situations in an efficient manner. • Is intellectually sharp, capable and agile; and is mentally flexible and patient with process, and the ideas of others
Problem Solving	<ul style="list-style-type: none"> • Uses rigorous logic and methods for recognising and solving difficult and/or hidden problems by providing effective solutions; and looks broadly for answers and searching beyond obvious answers for the best solutions. • Conducts high quality and honest analysis of information and data to aid in problem solving
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.
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 is so that complex processes can be refined and more can be achieved with fewer resources

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ACKNOWLEDGEMENT:

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

Assistant Tax Officer - CSC - Position Description - September 2022
