



## POSITION DESCRIPTION – March 2023

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<b>POSITION TITLE:</b>	<b>Assessor</b>
<b>LOCATION:</b>	<b>Suva - FRCS</b>
<b>REPORTS TO:</b>	<b>Senior Assessor/Principal Assessor/Chief Assessor</b>

### THE ORGANIZATION

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

The role is responsible to contribute fully to the maximizing of revenue collection due to the Government of Fiji and managing the overall debt by supervising a team and providing high level technical assistance. This role also entails to develop well-trained teams to execute the role effectively and efficiently in complying with various Fiji Tax Legislation.

### ACCOUNTABILITIES

OUTPUT	KEY PERFORMANCE MEASURES
<p style="text-align: center;"><b>Core Duties &amp; Responsibilities</b></p>	<p><b>CSC</b></p> <ul style="list-style-type: none"> <li>• Provide tax advice to taxpayers accurately and in a polite manner via telephone, email and counter enquiries.</li> <li>• Approve 1st level applications for Exemption for Resident Interest Withholding Tax.</li> <li>• Action 1st level approval for Request for Clarity in NTIS</li> <li>• Approve 1st level applications for Tax Compliance for Individuals and Non-Individuals after verifying the lodgements are filed as per due date and all applicable taxes are paid as well.</li> <li>• Action 1<sup>st</sup> Level approval for Tax clearance upon verifying the invoices and imposing WHT &amp; VRC.</li> <li>• Validate applications received for NRWHT refund, authenticate the documents and submit the refund file to Senior Assessor/Principal Assessor for further substantiation and further seek approval from DDRM for the refund of withholding taxes. Also liaise with DMS in journalizing the WHT refund.</li> <li>• Liaise with cashier section in order to receipt online payments, or correct allocation</li> <li>• Liaise with DMS if any compliance issues, or to waive tax clearance penalties</li> <li>• Verification and approval of Blanket tax clearance reconciliation.</li> <li>• Make case referrals to Compliance for investigation</li> <li>• Approve applications for Certificate of Exemption for Provisional Tax.</li> </ul>

	<ul style="list-style-type: none"> <li>Action TIN Registration Applications for Individuals and Non-Individuals/Change of personal details /Change of bank details/Change of filing intervals for VAT/Registration of all tax types for individuals and non-individuals, processing of Joint ID Card applications and TIN reprints.</li> <li>Assist taxpayers to file tax returns on the portal</li> <li>Assist taxpayers if having issues with the portal</li> <li>Make referrals for refund enquiries</li> <li>Verify and then enter in the system, if taxpayer is senior citizen, applications for tax compliance, RIWT exemption, CGT, VAT refund on new dwelling</li> <li>Attending to general inquiries</li> <li>Initiating CGT applications via tax officer module and attend to CGT related queries.</li> <li>Assess and grant 1<sup>st</sup> Level approval for CGT applications</li> <li>Assist in amendment of CGT applications</li> <li>Assist to close cash desk (for outer ports)</li> <li>Make case referrals to Compliance for investigation</li> </ul>
<b>Advisory/ Awareness</b>	<ul style="list-style-type: none"> <li>Attend advisory sessions in conjunction with relevant stakeholders</li> <li>Attend trainings provided by PCC to provide effective Customer Service and able to provide advice on all types of queries relating to tax matters</li> </ul>
<b>Financial</b>	<ul style="list-style-type: none"> <li>Monthly compliance collection reports are provided to Senior Assessor and Principal Assessor for month end reporting.</li> <li>To ensure correct Withholding Taxes are paid to FRCS during the verification of the Tax Clearance Applications and remittance approval of invoices for offshore payments.</li> <li>Ensure CGT revenue targets are met</li> </ul>
<b>Reporting</b>	<ul style="list-style-type: none"> <li>Provide reports to the Senior Assessor and Principal Assessor in a timely manner as and when requested.</li> <li>Monthly compliance collection reports are provided to Senior Assessor and Principal Assessor for month end reporting.</li> <li>Assist with preparing daily walk in reports</li> </ul>
<b>NTIS – Training, testing and providing feedback</b>	<ul style="list-style-type: none"> <li>Provide NTIS Trainings to other sections on the modules utilized by Customer Service.</li> <li>Attend to NTIS testing as per recommendation from NTIS Team.</li> <li>Liaise with NTIS Support Team on queries related to the online portal.</li> </ul>
<b>Customer Service</b>	<ul style="list-style-type: none"> <li>Attend to all calls and emails in timely manner.</li> <li>Attending to customers queries at the counter. Ensure to professionally greet customers and direct them to the relevant staff as and when requested</li> <li>Ensure that through the team, customers receive a friendly, professional and consistently high quality service helping to resolve various queries, close any customer enquiry and get it right first time.</li> <li>Assisting taxpayers at KISOK and help desk</li> </ul>
<b>Partnerships and Customer Service</b>	<ul style="list-style-type: none"> <li>Work closely with colleagues in FRCS to support the development of a workforce that is capable, adaptable, agile, with a focus on promoting a career in FRCS</li> <li>Ensure that the highest standards of internal and external customer service is consistently delivered by your Team</li> </ul>

<p style="text-align: center;"><b>Relationship Management</b></p>	<ul style="list-style-type: none"> <li>• Demonstrate a strong on-going partnership approach to the development of frameworks, supporting initiatives, and delivery of support services to leaders across FRCS</li> <li>• Take responsibility and contribute to projects as allocated from time-to-time ensuring delivery on time to standard using good practice project management principals, templates, and practices</li> </ul>
<p style="text-align: center;"><b>Risk Management and Security</b></p>	<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>• Support Customer Services with initiatives to have an up-to-date risk management framework in place linked to FRCS risk management strategies</li> </ul>
<p style="text-align: center;"><b>Health, Safety, and Wellness</b></p>	<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> <li>• Report any OHS relation issues</li> </ul>
<p style="text-align: center;"><b>Technology &amp; innovation</b></p>	<ul style="list-style-type: none"> <li>• Ensuring accurate data entries into FITS/NTIS/ASYCUDA or any related database</li> <li>• Demonstrating proficiency with Computer application program</li> <li>• Identify and monitor skills gaps for training</li> <li>• Mentor and coach staff to enhance performance and achieve production.</li> </ul> <p>Attend internal and external training and workshop to enhance performance with DIP successfully implemented</p>

**DELEGATIONS:**

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

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**PERSON SPECIFICATION**


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**ESSENTIAL**

Bachelor's Degree in Accounting/Economics/ Management/ IT/ Experience in taxation or higher qualification in a relevant discipline.

Significant experience of more than 3 years in a similar role.

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.

**PERFORMANCE COMPETENCY INDICATORS**

As a Assessor, 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 Team Leader Operations 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.

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 is 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 other 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>Intellectual Horsepower</b>	<ul style="list-style-type: none"> <li>• Is bright and intelligent, and deals with concepts, decision and complex information or situations in an efficient manner.</li> <li>• Is intellectually sharp, capable and agile; and is mentally flexible and patient with process, and the ideas of others</li> </ul>
<b>Problem Solving</b>	<ul style="list-style-type: none"> <li>• 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.</li> <li>• Conducts high quality and honest analysis of information and data to aid in problem solving</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>

### Assessor - Position Description