



POSITION DESCRIPTION – MARCH 2023

POSITION TITLE: Senior Manager Customer Engagement

LOCATION: FRCS Head Office, Suva

REPORTS TO: Director Taxation

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 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 for providing Leadership, Technical and Administration guidance for Customers Services, Gold Card, MSME, CGT, Collections Management & Contact Centre. Responsibilities include ensuring that effective and efficient customer services are delivered, revenue collection forecast is achieved, systems and processes are implemented in timely manner. Senior Manager is also required to partner with relevant stakeholders and customers to enhance Voluntary Compliance.

As a member of the middle management leadership team, this role contributes to the FRCS leadership, strategic direction, and achievement of our Vision.

DUTIES & REONSIBILITIES

Output	KEY Performance Measure
Revenue Collection & Customer Engagement	<ul style="list-style-type: none"> Effective and efficient customer engagement and correct tax advice to assist in collection of revenue. Ensure timely, accurate and efficient services to Customers. All customer services to be delivered as specified in the Customer Service Charter. Rollout Customer centric initiatives to maintain high standard of service delivery.
Quality of Service & Turnaround Time	<ul style="list-style-type: none"> Ensure timely and accurate advisory to Staff, Management & Customers. Ensure Customer Service Charter is adhered to. Ensure all tax queries in modes received are acknowledged and dealt within 24 hours.
Internal process	<ul style="list-style-type: none"> Ensure all SOP's are updated within 10 working days from expiry date. Ensure new SOP's are developed for any new process.

	<ul style="list-style-type: none"> • Ensure all work items allocated through NTIS to be completed as stipulated in the customer charter from the date of allocation. • Ensure all complex and comprehensive work item allocated through NTIS to be completed with 7 working days from the date of allocation. • Ensure monthly reports and board papers updates provided to within 5 working days from the end of the month. • Provide ad hoc reports as directed by Executive Management and the Office of the CEO. • To develop/review a work plan for sections to achieve specified objectives at strategic level. Reviews to done on every Quarter • Implement recommendations provided through internal and external audits. • Provide assistance to TIPU in developing SIGs after budget announcement and to be completed before effective date of the policy • Ensure awareness is carried out on budget announcement and SIGs in your division with 10 working of budget announcement and 10 working from finalisation of SIG. • Provide assistance to PR team issuance of public notices and talk tax articles.
Partnership & Voluntary Compliance	<ul style="list-style-type: none"> • Ensure to Partner with relevant stakeholders and customers to enhance Voluntary Compliance • Ensure awareness is carried out on all changes in tax policies to stakeholders and customers. • Staff Training and Awareness. • Ensure to deliver customer centric programmes and initiatives.
Financial Accountability	<ul style="list-style-type: none"> • Adhere to Budgets Through Efficient Resource Allocation and Planning. • Ensure operational cost do not exceed against what has been allocated.
Health, Safety & Wellness	<ul style="list-style-type: none"> • Ensure understanding and compliance to relevant Occupational Health, and Safety obligations. • Ensure health, safety and wellness initiatives are supported and the relevant policies are understood, followed and implemented by all employees.

DELEGATION

As may be delegated by Director Taxation/CEO from time to time.

PERSON SPECIFICATION**ESSENTIAL**

Bachelor's degree in accounting, Finance, Economics or relevant field. Masters or Postgraduate Diploma will be added advantage.

Significant experience of 10 years in a similar senior management 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 Senior Manager 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 Director 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 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

<p style="text-align: center;">Self-Development</p>	<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.
<p style="text-align: center;">Process Management</p>	<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 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
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ACKNOWLEDGEMENT:

Senior Manager Customer Engagement Position
