



POSITION DESCRIPTION

POSITION TITLE: PRINCIPAL CUSTOMS OFFICER ORT

LOCATION: ORT Unit, Corporate Division, Building 3, Level 4

REPORTS TO: CHIEF AUDITOR ORT

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

A Principal Customs Officer is responsible for the leadership and management of a team of Customs officers responsible for the Customs and administration activities for the protection of Fiji in accordance with the Fiji Customs Act 1986. Their teams have a key role in identifying and managing security and community risks associated with the flow of people, goods and craft into and out of Fiji and in the collection of Customs and Excise revenue.

Principal Customs Officers Compliance leads the team in identifying risk for potential audit to enable facilitation or intervention. In specialist operational areas, Principal Customs Officers is responsible for the provision of operational planning for desk audit, field audit, and integrated audit including intelligence activities, as well as participating in operational activities.

Key Results	Accountabilities
Functional and People Leadership	<ol style="list-style-type: none">1. Leading and attending to complex audit objection cases with integrated approach for the daily Customs operations, contributing to the development and capacity building of employees to achieve the Unit/business objectives2. Delegation of task to empower employees in carrying out the allocated compliance review task which will fosters capacity building within the team.3. Creating an environment that encourages team work, promotes a culture of innovation, intelligence driven, with continuous improvement and excellence4. Define the task by setting objective which is specific and

	<p>measurable for instance monitoring operations activities such as Task allocation and deadlines focusing on turnaround times for urgent processes</p> <ol style="list-style-type: none"> 5. Undertaking regular and annual performance, development, and remuneration reviews and monitoring of individual performance 6. Identifying and proactively addressing non-performance, non-attendance and inappropriate behaviours and attitudes. 7. Actively involving officers in providing interesting and challenging tasks and assignments 8. Encourage officers to continuously improve their skill through research for self-development. 9. Conduct on the job training to staff for technical skills development 10. Be a part of and provide expert advice to the Valuation, HS Classification and rules of origin committee on matter of Customs and international conventions Have sound understanding and interpretation of Tax and Customs Law and good background of research skills and provide quality advice on policy and interpretative matters for Government, its agencies and the Service. 11. Demonstrated capability in critical thinking and exercising good judgement 12. Conduct high level macro and micro level analysis in the area of Customs valuation, Hs classification, Rules of Origin and tax avoidance and fraud cases through comparative data analysis from various source whether internal or external to objectively provide sound decisions on taxation and Customs objection review cases. 13. Manage high profile compliance objection cases from customs and tax perspective. 14. Review of the compliance audit objection outcomes, influencing and converting people and culture strategies into reality 15. Actively participate in trainings being organized by the organization and on self-initiative such as tax/customs workshop conducted by OECD/ WCO and personal training on analysis and research on current noncompliance trend and patters across the globe to further harness my skill and knowledge in identification and detection of such cases or to provide advisory to executives. 16. Request feedback from the investigation team to adjust the profiles and determine whether it is working.
<p>Business Service Deliveries and Compliance</p>	<ol style="list-style-type: none"> 17. Ensuring continuous improvement occur within functional processes and applying remedial actions when required 18. Monitoring effective delivery of targets and resource management; actively providing feedbacks, tracking performance against deadline noting areas for improvement

	<ul style="list-style-type: none"> 19. Ensuring to maintain world class service delivery standards, building relevant relationships and networking within the team and other Business Units of FRCS also including regional partners 20. Effectively managing compliance of employees, through technical expertise and decisions, employment relations policy under the ERP 2007, FRCS Policies and the Customs Act 1986, Arusha declaration etc 21. Strong knowledge of laws administered by FRCS. 22. Effective Customer Management knowledge and Conflict Management Skills Driving excellence in the delivery of services to our customers –travelers, traders and tax payers 23. Networking with other business units and staff holders other law enforcement agencies locally, regionally and internationally.
Relationship management	<ul style="list-style-type: none"> 24. Maintaining strong and firm relationships, built on promoting FRCS values with all interactions both internally and externally 25. Be part of the working group to assist in improving FRCS deliverables 26. Fostering open and transparent relationships to meet the expectations and commitments established in MOUs/MOAs with stakeholders which will further strengthen the relationship through mutual trust and confidence by all members 27. Working in partnership with your team and other Business Units to encourage best practice, innovation and appropriate level of responsibility for matters that arise with its practical solutions
Risk Management and Security	<ul style="list-style-type: none"> 28. Ensuring compliance with the FRCS risk management framework and effective risk management strategies relevant to areas of responsibilities are in place and reviewed 29. Regularly identifying organizational risks, recommending and/or ensuring mitigation strategies are in place and as appropriate take actions to minimize any actual or potential threat such as enterprise risk which could affect the organizations reputational image 30. Constantly liaise with RMU on case files
Health, Safety, and Wellness	<ul style="list-style-type: none"> 31. Monitoring and/or ensuring Occupational Health and Safety responsibilities and accountabilities in collaboration with in – house OHS reps with regards to employees well-being 32. Establishing and/or verifying reports from the In - house OHS reps/committee on workplace incidents, near misses and remedial actions taken to mitigate risks 33. Coordinating and/or ensuring accessibility to available facilities for employees when managing employee grievances and disciplinary matters as and when required

	<p>34. Analyzing many types of work environments and work procedures for compliance with the regulations on health, safety and the environment</p> <p>35. Coordinate and adhere to the organizational and government advisories in relation the pandemic such as COVID 19 protocol and vaccinations including any further new normal.</p>
Technology	<p>36. Demonstrating proficiency with computer application programs that include word processing and the ability to make good use of computer applications to improve the efficiency and effectiveness of tasks</p> <p>37. Adapt to new technological environment which are directly linked with the organization’s operations (NTIS or Container Management System)</p> <p>38. Collate, compile and Analyze historical multiple data from data source through descriptive or predictive analytics to identify evolving trends and pattern“ modus operandi” there impact and respond to the threat.</p>

AUTHORITIES

A Principal Customs Officer ORT is authorized to exercise specified powers under the Fiji Customs Act 1986 and other legislations and delegated authorities by the Fiji Comptroller of Customs – the CEO of FRCS. All decisions and actions are to be lawful and consistent with delegated authorities exercised in accordance with legislation and policy.

RELATIONSHIPS

This position involves relationship management operating in close liaison with other CCO’s, PCO’s, and Port Supervisors, requiring occasional representation to both internal and external stakeholders as appropriate.

DELEGATIONS

As may be delegated by the Chief of Staff /CEO from time to time.

PERSON SPECIFICATION

Job Title Criteria	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> ▪ University Degree or equivalent professional qualification with 8 year or more experience and appropriate skills level. ▪ Police, medical, and drug test clearance ▪ Ability to operate within a service excellence culture 	<ul style="list-style-type: none"> ▪ Under graduate or Postgraduate.

Knowledge and Skills	<ul style="list-style-type: none"> ▪ Computer Literacy ▪ Analytical Skills ▪ Attention to Details ▪ Excellent Communication skills ▪ Case review and risk profiling
Previous Experience	Experience in audit and International taxation work will be an advantage
Personal Attributes	<ul style="list-style-type: none"> ▪ Interpersonal Skills ▪ Detailed oriented ▪ Integrity ▪ Holistic Thinker ▪ Initiative ▪ Energetic ▪ Achiever ▪ Resilience

PERFORMANCE COMPETENCY INDICATORS

As Principal Customs Officer Compliance your performance is measured through two criteria:

1. Performance outcome criteria for your area of responsibility. These are agreed and reviewed quarterly and annually. You do weekly and monthly reports to the Chief Auditor ORT on progress, and provide mitigation strategies and timelines where agreed criteria are at risk of non-achievement.

2. Employee competencies – you report quarterly on your facilitation performance measured against the competencies for your role.

COMPETENCY	COMPETENCY DESCRIPTOR
Building Effective Teams	<ul style="list-style-type: none"> • Demonstrating team focus by: contributing to and/or leading, valuing individual strengths within the team, ensure that team members share and understand common goals, allow time for interactions that build respect and intimacy, fostering open dialogue and encouraging individual responsibility.
Problem Solving And Dealing With Ambiguity	<ul style="list-style-type: none"> • Effectively copes with change and adapts comfortably • Managing risk and uncertainty without being influenced • Making decisions on the basis of information available at that point in time • Developing resilience on a case – by – case basis to allow flexibility to change course when more information comes to

	light
Drive For Results	<ul style="list-style-type: none"> • Tenacious and strives for efficiency, pushing deadlines ahead of obstacles and interruptions • Urgency to solve problems and complete assigned tasks promptly • Ascertain the appropriate level to intervene in situations that jeopardizes the safety of the FRCS or the nation. • Seeking feedback from stakeholders for future improvement
Conflict Management	<ul style="list-style-type: none"> • 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
Decision Quality	<ul style="list-style-type: none"> • 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
Self-Knowledge	<ul style="list-style-type: none"> • 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
Managerial Courage	<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

PRINCIPAL CUSTOMS OFFICER ORT