

POSITION DESCRIPTION – APRIL 2023

POSITION TITLE: AUDITOR DMS

LOCATION: FRCS Head Office

REPORTS TO: Team Leader / Senior Auditor

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 one that is aimed at the resolution of audit cases and complex cases and is responsible for the enforcement of stringent recoveries for the effective collection of Tax Arrears under the guidance of Senior Assessors and Principal Assessor. The role is also responsible to oversee and guide tax officers for the effective collection of tax arrears.

As a key member of the team the role contributes to the achievement of our Vision.

ACCOUNTABILITIES

KEY RESULTS AREAS	KEY ACCOUNTABILITIES
Revenue Collections from Debt Management	<ul style="list-style-type: none"> ▪ Collection of Arrears of Revenue targets from assigned debt portfolio and meet 50% cash collections as per respective based Ports ▪ Recovery of Audit cases and complex cases ▪ Ensure that targeted debt level is achieved as per Port position is located ▪ Maintain systematic update of case resolutions and case in progress ▪ Final review and approval of penalty remission and TTPA (less than 6 months) ▪ Perform Ledger Reconciliations and Case Analysis for audit and complex cases. ▪ Profile stringent recovery actions for Audit and Complex cases (DPO, Distress and Sale, Garnishee etc.) ▪ Institute Recoveries, Debt resolutions and Penalty Reviews as per Instrument Authorization and SOPs.
Customer	<ul style="list-style-type: none"> ▪ Customer service standards are met as per Customer Service Charter ▪ Facilitation of Tax Compliance Certificates, Certificate of Exemption (COE), LTA MOU Compliance Checks and Compliance Verification Request by Stakeholders. ▪ Proactive delivery of customer service over the Counter and through Telephone Enquiry

	<ul style="list-style-type: none"> ▪ Engage in case manager’s meetings and filed visits with taxpayers to ensure effective and professional communication and assist the team member in decision making.
Internal Process	<ul style="list-style-type: none"> ▪ Review and approval of Tax Compliance Certificates, Certificate of Exemption (COE), LTA MOU Compliance Checks and Compliance Verification Request by Stakeholders as per Customer Service standards ▪ Prepare Submissions and Analysis for Legal Referrals on Complex Debt. ▪ Oversee and guide Tax officer responsibility towards the achievement of revenue target. ▪ Ensure that budget amendment/ legislations changes and Management directives are being adapted with and followed by the team. ▪ Review stringent recovery actions initiated from Tax officers (DPO, Distress and Sale, Garnishee etc.) ▪ Engagement with Audit team in terms of final meeting and audit cases collection updates. ▪ Perform Ledger Reviews and Reconciliations
Stakeholder Relationship	<ul style="list-style-type: none"> ▪ Work closely with operational leaders and colleagues in marketing and public relation to support the development of a workforce that is capable, adaptable, agile, with a focus on promoting best practices in FRCS ▪ Ensure that the highest standards of internal and external customer service is consistently delivered by the Team
Risk Management	<ul style="list-style-type: none"> ▪ Provide mitigating strategies for program and project risks where this role is held accountable ▪ Work in partnership with the executive leadership team to address risks arising from the implementation of change initiatives
Health, Safety, and Wellness	<ul style="list-style-type: none"> ▪ Champion high standards of Health, Safety and Wellness across FRCS incorporating components into development initiatives where appropriate ▪ Ensure compliance to relevant Occupational Health, and Safety (OHS) obligations and support of health, safety and wellness initiatives are supported and that relevant policies are understood, followed and implemented by all employees ▪ Ensure all Covid-19 Safety protocols are being followed and maintained at all times.

DELEGATIONS

As may be delegated by Manager / Team Leader / Senior Assessor from time to time.

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 PDs required

PERSON SPECIFICATION

Job Title Criteria	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • Bachelor's Degree in Accounting, Economics or relevant field. 	<ul style="list-style-type: none"> • FIA/CPA membership
Knowledge and Skills	<ul style="list-style-type: none"> • Computer Literacy • Analytical Skills • Attention to Details • Excellent Communication skills 	<ul style="list-style-type: none"> • Experience in NTIS, FITS and ASYCUDA world systems will be desirable
Previous Experience	<ul style="list-style-type: none"> • More than 3 years' experience in Debt Collection or taxation work, with experience in managing teams will be at an advantage 	<ul style="list-style-type: none"> • More than 5 years' experience in Debt Collection or taxation work
Personal Attributes	<ul style="list-style-type: none"> • Interpersonal Skills • Performance oriented • Integrity • Holistic Thinker • Initiative • Energetic • Achiever • Resilience 	

PERFORMANCE COMPETENCY INDICATORS

As an 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 Chief Assessor on progress, and provide mitigation strategies and timelines where agreed criteria are at risk of non-achievement.
- **Leadership competencies** - you report quarterly on your facilitation performance measured against the competencies for your role. These are set out below.

COMPETENCY	COMPETENCY DESCRIPTOR
Managing Vision & Purpose	<ul style="list-style-type: none"> ▪ Is future focused, optimistic and effectively communicates a compelling and inspired vision to others in the organization ▪ Successfully rallies support for the vision; makes it shareable by everyone and inspires everyone to move forward ▪ Mentors and coaches direct reports and extends this to other staff who need this
Strategy Agility	<ul style="list-style-type: none"> ▪ Is future oriented and is able to articulate a credible picture and vision for the future including possibilities and likelihood, and breakthrough strategies/plans
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, experiences, and judgement to make high quality, timely decisions, that produce ideas and solutions that are accurate and demonstrate sound judgement, risk management, and integrity ▪ Provides coaching to others to make decisions that sit within their delegation and area of responsibilities
Delegation	<ul style="list-style-type: none"> ▪ Delegate tasks and responsibilities clearly and appropriately taking into account the complexity and importance of the work and individual ability and development needs. Trusts people to perform and to complete their own work
Presentation & Communication Skills	<ul style="list-style-type: none"> ▪ Effectively presents to a variety of audiences ▪ Commands attention and can read the audience, adjusting approach as needed ▪ Attempts to understand different interactive styles and adjust approach accordingly
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
Developing Direct Reports	<ul style="list-style-type: none"> ▪ Demonstrated focus on developing direct reports by providing challenging tasks and stretch assignments and encouraging people to accept them ▪ Holds frequent development discussions with direct reports, is aware of their career goals, and treats direct reports in a fair and equitable manner
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. ▪ A role model committed to measuring self against the 5 traits of exemplary leadership

Assessor DMS - Position Description July 2021 - L6-006

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