

POSITION DESCRIPTION – APRIL 2023

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| POSITION TITLE: | Customs Officer (Border) |
| LOCATION: | FRCS Office, Various |
| REPORTS TO: | Principal Customs Officer Chief Customs Officer |

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

Customs Officers are responsible for the protection of Fiji’s borders by controlling, monitoring and administering the movement of people, goods and vessels, and collection of revenue in accordance with the Fiji Customs Act 1986, International Customs Law, Merchandise Act, Customs Regulation, Fiji Harmonized Customs Tariff and relevant Legislations/Decrees administered by Customs.

Customs officers are required to work across all areas of Customs activities such as processing arrival and departing travellers, assessing cargo and goods, calculating and undertaking the collection of Customs and Taxation duties, intercepting and processing travellers and traders found with illegal items or goods over permitted allowance. Regular duties include analysing and interpreting data, identifying trends and preparing accurate and timely reports. In some ports duties may include boarding vessels for traveller and goods inspections and enforcement. Depending on the level of skills, experience, and performance there is the opportunity to work across FRCS and to work in more specific roles such as investigations, intelligence, or with other specialised units.

The expectation to become a fully operational Customs Officer is 3 years of practical experience in skills application over key Customs operational areas. In the 1st year, the Customs Trainee/Cadet will be an Assistant Customs Officer (ACO) till the successful completion of role competency assessments. Within the 12month Induction program each phase of assessment will require a satisfactory Pass to be eligible for the next phase progressively. Each candidate is required to complete the Induction program within the 12 months before graduating to become a fully qualified Customs Officer.

The role is a key member of the Customs Management team in FRCS.

ACCOUNTABILITIES

| KEY RESULTS AREAS | KEY ACCOUNTABILITIES |
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| Application of Legislative Powers | <ul style="list-style-type: none"> ▪ Understanding and applying as required in undertaking allocated duties the Powers under the Fiji Customs Act 1986, Fiji Customs Regulation, Customs Tariff Act, Customs Prohibited Imports and Exports Regulation, Policies and procedures, WTO Valuation & Trade facilitation Agreements, International Customs Law, |

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| | <p>Multilateral & Bilateral Agreements, and other law enforcement agencies legislations to which FRCS has an obligation.</p> <ul style="list-style-type: none"> ▪ Applying the provisions of the legislation to travellers, traders and taxpayers as required, identifying appropriate options and support to improve awareness, and encourage compliance to Customs requirements. ▪ Provide travellers, traders and taxpayers with relevant information of requirements relating to governing Legislations on: <ul style="list-style-type: none"> ➢ The import and export of prohibited and restricted goods, ➢ The identification of the correct HS Tariff applicable, calculation and payment of Duty and VAT. ➢ Documentation, recording and reporting requirements for the arrival and departure of travellers and crafts ➢ Customs' processes and procedures ➢ Legislations and agreements. ▪ Accurately calculate tariff and duties for assessment of value of goods, record, and collect the correct Customs duties and or Taxation revenue ▪ Understanding of procedures to follow to enact restricted and prohibited goods Legislations and practices, CITIES, HS Classifications, IPR, other local law enforcement agencies and international requirements. |
| <p style="text-align: center;">Border Operations</p> | <p>INTERNATIONAL AIRPORTS AND SEA PORTS:</p> <ul style="list-style-type: none"> ▪ On behalf of Fiji Immigration process passports and travel documents of arriving and departing travellers at international airports and seaports. ▪ Conduct physical inspections of selected persons, luggage, and cargo, enacting correct search procedures where necessary to prevent the entry or departure of illicit substances, illegal persons, prohibited materials and other prohibited or restricted goods ▪ Carry out accurate screening and profiling of aircraft, sea vessels, travellers, cargo at international. ▪ When required board vessels at sea and assist with inspection and processing of passengers and cargo ▪ Analyse and report on the screening of manifests and relevant documentations from airlines and shipping companies/agencies, ensuring timely documenting and reporting of any inconsistencies. ▪ Enforcement of alert reports and carrying out profiling of airline passengers while performing marshalling and roving duties. ▪ Facilitating the movement of people, cargo, vessels/crafts, boarding and ships rummage duties as directed by Principal Customs Officer ▪ Providing assistance to travellers, traders and taxpayers in relation to trade compliance, facilitation regulations, security, protection and revenue ▪ Processing tourist VAT refunds scheme and application and Calculation of Departure Tax. ▪ Assisting SCOs/PCOs in profiling of cargo exports and imports activities at all ports. ▪ Providing appropriate support as required to other Border operations e.g. the K9 Unit, Intelligence activities and other Law Enforcement Agencies. ▪ Accurate and timely preparation of Customs Declarations. |

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| | <ul style="list-style-type: none"> ▪ At Border Stations carrying out accurate calculation of Duties due, ensuring timely collection, receipting and banking in accordance with SOPs for the activities. ▪ Assess and detain illicit goods and materials raising seizure reports detailing the laws infringed and nature of offence. |
| Client Information and Service | <ul style="list-style-type: none"> ▪ Assist SCO/PCOs with communication and awareness through stakeholder's meetings, briefs, presentations, workshops and other interactions to members of the public, traders and licensed manufacturers to raise their understanding to meet obligations. ▪ Actively participate in creating awareness for travellers and traders on requirements relating to: <ul style="list-style-type: none"> ➢ The assessment of cargo at the border ➢ Application of law in regards to the calculation and payment of Duty/Tax due ➢ Customs procedures and practices |
| Enforcement and Compliance | <ul style="list-style-type: none"> ▪ Understand the application of the SAFE framework and FRCS Risk Management Framework, and accurately calculate required penalties. ▪ Assist where required with investigation activities of Infringement cases based on Seizure Reports. ▪ Assist SCOs/PCOs in company audits, field audits and case briefing to Management ▪ Actively participate in analysis and risk profiling activities, targeting and identifying potential risk prior to vessel/craft arrivals through the advance information of cargo and passenger list. |
| Valuation & Classification | <ul style="list-style-type: none"> ▪ Understanding and applying as relevant the Fiji Customs HS Classification System in goods classification and valuation. ▪ Ensuring the application of Valuation Methods as per the GATT Valuation Rule to ensure the correct amount of duty collected. ▪ Good knowledge of Land Transport Authority (LTA) requirements and other relevant regulations. ▪ Understanding and applying as relevant the Valuation database (Importers Details) for analysis to assist with under/over Valuation of goods. ▪ Assessing whether a Tariff opinion is required after the assessment of dutiable or chargeable goods in order to collect the correct amount of duty. Ensuring timely auctioning of opinion request and response to trader ▪ Processing of Import applications under concession, verifying and ascertaining goods for Export under relevant Trade Agreements Conditions. ▪ Ensuring compliance and monitoring the transfers/transactions of excisable goods from one Customs Bonded Warehouse to another. ▪ Knowledge and ability to apply where relevant the Bills of Lading procedures to verify against application for concession description of cargo. |
| Occupational Health and Safety | <ul style="list-style-type: none"> ▪ Support high standards of Health, Safety and Wellness across FRCS, incorporating OHS components into development initiatives where appropriate ▪ Understand and implement your leader responsibilities and accountabilities with regards to Health Safety and Well-being ▪ Ensure compliance to relevant Occupational Health, and Safety (OHS) obligations and support of health, safety and wellness |

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| | <p>initiatives and that relevant policies are understood, followed and implemented by all employees</p> |
| Reporting and documentation | <ul style="list-style-type: none"> ▪ Preparing and providing accurate timely reports; <ul style="list-style-type: none"> ➤ on daily duty collections ➤ seizure reports on infringements when passengers or goods are detained/seized, ➤ weekly/monthly updates when/where required by management ➤ Inspection of cargo ▪ Actively ensure update of electronic registers ▪ Identifying opportunities for continuous improvement and safekeeping of official documents for future reference. |
| Technology | <ul style="list-style-type: none"> ▪ Ensuring that Asycuda World, FITS, IBMS and any related computer programs captures accurate data received in order to process and analyse useful information for business purpose. ▪ Understanding the IBMS system and its application ▪ Proficiently use Computer applications program ▪ Understanding the basic role of NCEN (National Customs Enforcement Network) ▪ Accurately read data and analyse e – registers as required and apply report findings. |
| Risk Management and Security | <ul style="list-style-type: none"> ▪ Competently undertake the duties required in the application of First Defender equipment e.g. Airport Security X-ray images; interpretations of density, colour and shapes – and apply the correct SOP process to investigation and where relevant report and/or apprehend non-compliant goods. ▪ Analyse passenger and cargo lists accurately identifying potential risk areas during Air/Sea cargo clearance procedures and reporting these to SCO/PCO for direction. ▪ Demonstrating knowledge and application of the Revised Kyoto Convention, Arusha Declaration and the SAFE frameworks ▪ Competently undertake basic profiling of goods or passengers |
| 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 |

PERFORMANCE COMPETENCY INDICATORS

The employee in this role will be expected to meet specific performance standards which will be defined in an individual performance plan and aligned to achievement of the Unit’s objectives.

AUTHORITIES

A Customs Officer is authorized and required to exercise specified powers under the Fiji Customs Act 1988 (and other applicable Legislations and delegated authorities by the CEO of FRCS – Comptroller of Customs), such as: questioning persons, detention and search of persons, examining goods, using technology, searching premises (with warrants), searching craft and vehicles, and detention and seizure of goods.

All decisions must be made under these and other statutes and in accordance with existing FRCS policy and delegated authorities.

RELATIONSHIPS

The Customs Officer operates in close liaison with other officers, SCOs and Principal CO. Officers in undertaking their duties represent FRCS, as such must act with integrity and respect when interacting with all people. Relationships for specific roles may differ slightly by location.

MOVEMENTS

Movement to meet the career development needs of employees and/or the genuine business needs, employees may from time to time expect to move from one position to another in the same or different Business Unit or within the same geographic location.

PERSON SPECIFICATION

To be successful as the Customs Officer, the appointee requires the following knowledge, experience, skills and personal attributes:

ESSENTIAL

- A Fiji citizen or permanent resident
- University Degree or equivalent professional qualification with relevant experience and appropriate skills level
- Ability to operate within a service excellence culture
- Strong analytical and data analysis skills
- Sound judgment and confident decision-making ability
- Sound writing and computer skills with accuracy and attention to detail
- A tactful but firm manner with listening and questioning skills.
- Successful completion of the Customs Induction/Orientation program (6months)
- Required fitness level to withstand the rigorous physical and intellectual nature of the work and 24/7 rostered shifts.

PERFORMANCE COMPETENCY INDICATORS

As a Customs Officer 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 Customs Officer/Principal Customs 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 |
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| 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 |
| Action Oriented | <ul style="list-style-type: none"> • Enjoys working hard and is full of energy for situations and experiences which are challenging for him/her. Is intellectually sharp and is not fearful of acting when necessary, seizing opportunities as they present themselves |
| 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 • Ascertaining the appropriate level to intervene in situations that jeopardizes the safety of the FRCS or the nation. • Seeking feedback from stakeholders for future improvement |
| Peer Relationships | <ul style="list-style-type: none"> • Is a team player who is focused on being cooperative and collaborative with others, and who honestly represents his/her |

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| | own opinions in a way that is fair to others. Quickly seeks to find common ground and solutions to problems for the good of all. |
| 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 |
| Functional/Technical Skills | <ul style="list-style-type: none"> • Has the functional and technical knowledge and skills to do the job at a high level of accomplishment. Learns and assimilates new skills and knowledge (including technical, industry, organizational, process or procedural areas) quickly. Demonstrates an appropriate level of detail orientation and seeks clarification from those more experienced when needed |
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