

POSITION DESCRIPTION – MAY 2023

POSITION TITLE: Tax Officer - DMS

LOCATION: FRCS Head Office, Suva

REPORTS TO: Senior Auditor/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 responsible for operations targeted for towards the effective collection of Tax Arrears and Debt Reduction under the guidance of Auditors and Senior Auditors.

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 Debts	<ul style="list-style-type: none"> <input type="checkbox"/> Collection of Arrears of Revenue targets from assigned debt portfolio. <input type="checkbox"/> Maintain systematic update of case resolutions <input type="checkbox"/> Achievement of Monthly DMU targets for Cash, Non - cash Collections and Debt Reduction <input type="checkbox"/> Processing of Requests for Remission of Penalties, and Time to Pay Arrangement <input type="checkbox"/> Perform Ledger Reconciliations and Case Analysis <input type="checkbox"/> Conduct Data Cleansing Activities <input type="checkbox"/> Institute Recoveries, Debt resolutions and Penalty Reviews as per Instrument Authorization and SOPs
Customer	<ul style="list-style-type: none"> <input type="checkbox"/> Customer service standards are met as per Customer Service Charter for services rendered <input type="checkbox"/> Facilitate Processing of Tax Compliance Certificates, LTA, Certificate of Exemption, Compliance Checks and Compliance Verification Request by Stakeholders, <input type="checkbox"/> Proactive delivery of customer service at the counter as well as emails <input type="checkbox"/> Respond to Customer Queries on Timely manner

<p style="text-align: center;">Internal Process</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Organize Field Visits to Taxpayers as part of recovery <input type="checkbox"/> Continually update Record of Actions and Recovery File for Taxpayers <input type="checkbox"/> Perform Ledger Reviews and Reconciliations all the time <input type="checkbox"/> Prepare Journals (manuals & transfers)
	<ul style="list-style-type: none"> <input type="checkbox"/> Attend and record Meeting minutes with Taxpayers whilst discuss cases
<p style="text-align: center;">Stakeholder Relationship</p>	<ul style="list-style-type: none"> <input type="checkbox"/> 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 <input type="checkbox"/> Ensure that the highest standards of internal and external customer service is consistently delivered by your Team
<p style="text-align: center;">Risk Management</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Provide mitigating strategies for program and project risks where this role is held accountable <input type="checkbox"/> Work in partnership with the executive leadership team to address risks arising from the implementation of change initiatives
<p style="text-align: center;">Health, Safety, and Wellness</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Champion high standards of Health, Safety and Wellness across FRCS incorporating components into development initiatives where appropriate <input type="checkbox"/> 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

DELEGATIONS

As may be delegated by Senior Auditor/Auditor 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
<p>Qualifications</p>	<ul style="list-style-type: none"> • Bachelor’s Degree in Accounting/ Business or similar fields
<p>Knowledge and Skills</p>	<ul style="list-style-type: none"> • Computer Literacy • Analytical Skills • Attention to Details • Excellent Communication skills

	<ul style="list-style-type: none"> • Achiever • Resilience
Previous Experience	<ul style="list-style-type: none"> • More than 2 years' experience in Debt Collection or taxation work, with experience in managing teams will be at an advantage
Personal Attributes	<ul style="list-style-type: none"> • Interpersonal Skills • Performance oriented • Integrity • Holistic Thinker • Initiative • Energetic

PERFORMANCE COMPETENCY INDICATORS

As a Tax 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 Senior Auditor/Auditor 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
Leadership	The Organisation Senior Leaders will set directions and create a customer orientation, clear and visible values and high expectations, and ensure the creations of strategies, systems and methods of achieving excellence and building knowledge and capabilities.
Results Focus	The organisation (staff) will focus on results are guided and balanced by the interest of all stakeholders, using a balanced set of performance measures that offers an effective means to monitor actual performance, and to marshal support for improving results.
Continuous Improvement & Learning	The organization (staff) aims to achieve the highest level of performance by adopting a well-executed approach to continuous learning and improvement by incremental and breakthrough improvement and adaptation to change that leads to new goals and/or approaches.
Design, Quality & Prevention	The organization (staff) will emphasize on design quality, hence anticipating problems and waste prevention at the design stage.

Partnership Development	The organization (staff) will build internal and external partnerships to better accomplish its goals.
Valuing Employees	We will continue to invest in the development of its workforce through education, training and opportunities for continued growth. In return FRCS has the right to expect high levels of productivity and integrity.
One Organisation	Managers and staff will work as one towards the goals of FRCS.
Integrity	Managers and staff of FRCS will behave with utmost integrity.
Leadership	The Organisation Senior Leaders will set directions and create a customer orientation, clear and visible values and high expectations, and ensure the creations of strategies, systems and methods of achieving excellence and building knowledge and capabilities.
Results Focus	The organisation (staff) will focus on results are guided and balanced by the interest of all stakeholders, using a balanced set of performance measures that offers an effective means to monitor actual performance, and to marshal support for improving results.

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