

POSITION DESCRIPTION – AUGUST 2023

POSITION TITLE: ASSISTANT MANAGER– GOLD CARD
LOCATION: FRCS HEAD OFFICE, SUVA/NADI
REPORTS TO: MANAGER – GOLD CARD

THE ORGANIZATION

The Fiji Revenue and Customs Service (FRCS) is a statutory Service established under the FRCA 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 to contribute to maximum tax collections through effective revenue collections, supervisory roles and excellent customer service deliveries. Responsibilities includes budget submission to the GC Manager; facilitating of all tax services to Restricted Access Taxpayers (ARTS).

Guiding and mentoring staff. The role also entails to review the Taxpayer Analysis Project that is a requirement for every Gold Card Membership renewal process; active participation in the design, development, testing and implementation of the New Tax Information System (NTIS) for specific assigned modules. Provides first level of approval depending on the parameters set out in the SOP for the following work items in NTIS: TCC, DMS –Request for remission of penalties, non-filing cases, SRT Ring Fencing Requests, Taxpayer request, Change of Circumstances request, amendment of all return types, Provisional Tax Certificate of Exemption, Joint Card approval, In addition to this, it also requires to conduct trainings of various processes of the NTIS to both internal and external stakeholders. The Assistant Manager will also attend to any other duties assigned by the GC Managers.

As a member of the Gold Card Services (GCS), the role contributes to the achievement of our Vision.

ACCOUNTABILITIES

OUTPUT	KEY PERFORMANCE MEASURE
Leadership	<ul style="list-style-type: none"> ▪ Providing relevant support to Team Leaders to ensure the achievement of team objectives and targets ▪ Actively supporting the team to ensure delivery standards are maintained through integrity and quality decision making ▪ Contributing and/or conducting coaching and mentoring of the team, identifying opportunities for improvements to leaders and recommending appropriate solutions based on experience and data. ▪ Understanding your Key Performance Indicators and ensure that all actions and activities undertaken by self and team are in line with or support achieving these
Application of Legislation	<ul style="list-style-type: none"> • Thorough understanding and application of the Taxation legislations

OUTPUT	KEY PERFORMANCE MEASURE
	<ul style="list-style-type: none"> • Demonstrating experience by relating provisions of the Law to taxpayers, stakeholders, and peers for the benefit of the team, decision making, awareness and empowerment ▪ Ensuring correct assessments are raised and collect revenue due to the state/government ▪ Includes budget submission to the GC Manager
Facilitation & Compliance	<ul style="list-style-type: none"> ▪ Facilitation Of all tax services to Restricted Access Taxpayers (ARTS). ▪ Review the Taxpayer Analysis Project that is a requirement for every Gold Card Membership renewal process; ▪ Active participation in the design, development, testing and implementation of the New Tax Information System (NTIS) for specific assigned modules. ▪ Provides first level of approval depending on the parameters set out in the SOP for the following work items in NTIS: TCC,DMS –Request for remission of penalties, non-filing cases, SRT Ring Fencing Requests, Taxpayer request, Change of Circumstances request, amendment of all return types, Provisional Tax Certificate of Exemption, Joint Card approval, ▪ In addition to this, it also requires to conduct trainings of various processes of the NTIS to both internal and external stakeholders.
Stakeholders and Client relationships	<ul style="list-style-type: none"> ▪ Developing and maintaining good relationship with the taxpayers in order to share and keep abreast with current Laws, regulations and practices ▪ Ensure that the highest standards of internal and external customer service is consistently delivered by your Team
Risk Management	<ul style="list-style-type: none"> ▪ Contributing to the preparation and profiling of risk ▪ Providing data analysis on taxpayers ▪ Work in partnership with the executive leadership team to address risks arising from the implementation of change initiatives
Health and Safety	<ul style="list-style-type: none"> ▪ Assisting team members in understanding and familiarising themselves with the Policies and SOPs ▪ Ensuring a safe working environment that is consistent with the Policies and SOPs, is OHS compliant and non – hazardous ▪ Ensures briefings conducted include safe operating instructions
Reporting and documentation	<ul style="list-style-type: none"> ▪ Contributing and/or preparing timely reports and/or worksheets on activities undertaken and information gathered ▪ Ensuring timely reports are provided on collections as required ▪ Maintaining safe record keeping that ensures data/information is readily available and accessible for future reference
Technology & innovation	<ul style="list-style-type: none"> ▪ Encourage an environment of innovation and positive change ▪ Ensuring accurate data entries into FITS and NTIS or any related database ▪ Demonstrating proficiency with Computer application programs

DELEGATIONS:

As may be delegated from time to time for specific tasks.

PERSON SPECIFICATION

ESSENTIAL

Bachelor’s Degree in Accounting/Management/Forensic Accounting/ Finance or related field;

Significant experience of 5 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; and

PERFORMANCE COMPETENCY INDICATORS

As a Assistant Manager, 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.
- **Employee competencies** - you report quarterly on your facilitation performance measured against the competencies for your role. These are set out below.

NB: These may change once the FRCS Employee Competencies are finalized.

COMPETENCY	COMPETENCY DESCRIPTOR
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
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



Assistant Manager - Position Description AUGUST 2023 - [Category]
