

POSITION DESCRIPTION – AUGUST 2023

POSITION TITLE: Tax Officer

LOCATION: FRCS

REPORTS TO: Assistant Manager / Manager

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 Tax Officer (TO) is responsible for attending to customers queries on the counter, doing registration, tax clearance, Tax compliance, debt recovery, lodgement enforcement and Facilitation of Travel release for TELS.

ACCOUNTABILITIES

OUTPUT	KEY PERFORMANCE MEASURES
<p align="center">Core Duties & Responsibilities</p>	<p>CSC</p> <ul style="list-style-type: none"> • No. of registration initiated and approved for different Tax types and TIN • No. of Tax clearance initiated and approved • No. of Tax compliance initiated and approved • No. of RIWT exemption applications approved • No. of Provisional Tax application approved • No. of change of circumstances initiated and approved • No. JEID duties and cards printed <p>DMU</p> <ul style="list-style-type: none"> • Request for a new or an existing DMU Recovery File to file all documentations and paper trail of all recovery activities and notes. • Perform Ledger Reconciliations and Case Analysis • Explain and convince taxpayers of their tax obligations and establishing partnership to resolve outstanding tax obligations • Collection of Arrears of Revenue targets from assigned debt portfolio. • Maintain systematic update of case resolutions • Carry out risk profiling to determine use of which respective recovery tool • Conduct Bank search, LTA search, Title search, Immigration search • Place tax charge on the taxpayer asset • Plan and conduct Field visits

	<ul style="list-style-type: none"> • Issue Garnishee orders for the purpose of recovery to banks, third parties and employers • Issuing the 7-days Final Notice • Profile cases for Bad Debts and Write-Off • Achievement of Monthly DMU targets for Cash, Non - cash Collections and Debt Reduction • Processing of Requests for Remission of Penalties, and Time to Pay Arrangement, Tax compliance applications, Provisional Tax Exemption certificates • Conduct Data Cleansing Activities • Institute Recoveries, Debt resolutions and Penalty Reviews as per Instrument Authorization and SOPs • LTA permit transfer and renewal stamping Facilitation • Proactive delivery of customer service at the counter as well as emails • Assist taxpayers to file for returns who come for assistance at the counter • Other admin duties assigned by Manager <p>Despatch</p> <ul style="list-style-type: none"> • Receipting of Tax/TELS/Customs payments over the counter and online • Assist with refund of Deceased Taxpayers • Correction of payment allocation and amending receipts • Tax compliance application approvals <p>TELS</p> <ul style="list-style-type: none"> • Process application for travel release (provided all information available) • Provide timely decision on Accelerated Loan Repayment Incentives • Provide Loan/scholarship balance statement to student on timely manner <p>LEU</p> <ul style="list-style-type: none"> • Non-filing case follow-ups for all tax types (Call/email/) • Issuance of demand notice • Issuance of Final Notice • Profiling cases for legal actions for non-filers • Carrying out data cleansing projects – Deceased customers • Assist in NTIS process testing • Assist customer for filing of returns for all tax types who visit FRCS • Responding to emails and calls from customers on a timely manner • Approval of work items in relations to non-filing cases, deregistration (Tin and tax types) TCC, COC requests • Compiling of VAT deregistration cases to be sent to VAT team for audit • Other admin duties assigned by team leader
<p>Customer Service</p>	<ul style="list-style-type: none"> • Attend to all calls and emails in timely manner. • Attending to customers queries at the counter. Ensure to professionally greet customers and direct them to the relevant staff as and when requested • Ensure that through the team, customers receive a friendly, professional and consistently high quality service helping to resolve various queries, close any customer enquiry and get it right first time. • Assisting taxpayers at KISOK and help desk

<p>Partnerships and Customer Service</p>	<ul style="list-style-type: none"> • Work closely with colleagues in FRCS to support the development of a workforce that is capable, adaptable, agile, with a focus on promoting a career in FRCS • Ensure that the highest standards of internal and external customer service is consistently delivered by your Team
<p>Relationship Management</p>	<ul style="list-style-type: none"> • Demonstrate a strong on-going partnership approach to the development of frameworks, supporting initiatives, and delivery of support services to leaders across FRCS • Take responsibility and contribute to projects as allocated from time-to-time ensuring delivery on time to standard using good practice project management principals, templates, and practices
<p>Risk Management and Security</p>	<ul style="list-style-type: none"> • Assist with identification of people and organizational risks, in your area of responsibilities, ensure mitigation strategies are in place and as appropriate, action taken to minimise any actual or potential impact • Support Customer Services with initiatives to have an up-to-date risk management framework in place linked to FRCS risk management strategies
<p>Health, Safety, and Wellness</p>	<ul style="list-style-type: none"> • Promote and support initiatives for high standards of Health, Safety and Wellness across FRCS • Understand and implement your responsibilities and accountabilities with regards to Health Safety and Well-being • Promote compliance with relevant Occupational Health, and Safety (OHS) obligations and support of health, safety and wellness initiatives. • Report any OHS relation issues
<p>Technology & innovation</p>	<ul style="list-style-type: none"> • Ensuring accurate data entries into FITS/NTIS/ASYCUDA 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 Degree in Accounting/Economics/ Management/ IT/ Experience in taxation or higher qualification in a relevant discipline
Significant experience of 1-2 years in a similar role.

DESIRABLE Excellent communication skills, Degree in Accounting/Economic/Management/IT with 3 years of Experience in Taxation.

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 ID required.

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 Team Leader Operations 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
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 is 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, 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.