

POSITION DESCRIPTION – OCTOBER 2023

POSITION TITLE: Tax Officer

LOCATION: Savusavu

REPORTS TO: Assistant Manager

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 the 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

To facilitate the daily operational activities of taxation issues at the Customer Service Centre and ensure that the highest standards of internal and external customer service are consistently delivered such as attending to taxpayers queries at the counter; attending to NTIS online work; assist taxpayers at the KIOSK for online TIN Registration, Change of Circumstance, Taxpayer Requests and Return Filing; vetting of tax clearance applications/invoice remittance stamp; vetting of tax compliance applications; assisting taxpayers in all related TIN registration applications including Joint card facilitation; updating of taxpayer information in NTIS; vetting of Stamp Duty and CGT applications; attending to telephone, counter, and email enquiries. The Tax Officer will also attend to any other duties assigned by the Senior Assessor.

DUTIES & REPONSIBILITIES

OUTPUT	KEY PERFORMANCE MEASURE
<p align="center">Team Support & Submission of Reports</p>	<ul style="list-style-type: none"> ➤ Assisting taxpayers in all TIN related Registration applications including JEDI card facilitation. <ul style="list-style-type: none"> • Quick turnaround of service (instant to 3working days as per information provided.) ➤ Updating of Taxpayer information in NTIS <ul style="list-style-type: none"> • Quick turnaround of service (instant to 3working days as per information provided.) ➤ Vetting of Stamp Duty and CGT applications <ul style="list-style-type: none"> • Quick turnaround of service (instant to 3working days as per information provided.) ➤ Attending to taxpayers queries at the counter <ul style="list-style-type: none"> • Quick turnaround of service (instant to 3working days as per information provided.) ➤ Attending to NTIS online work

OUTPUT	KEY PERFORMANCE MEASURE
	<ul style="list-style-type: none"> • Quick turnaround of service (instant to 3working days as per information provided.) ➤ Assist taxpayers at the KIOSK for online TIN Registration, Change of Circumstance, Taxpayer Requests and Return Filing <ul style="list-style-type: none"> • Same day or the next working day ➤ Vetting of Tax Clearance applications/invoice remittance stamp <ul style="list-style-type: none"> • Quick turnaround of service (instant to 3working days as per information provided.) ➤ Attending to telephone, counter, and email enquiries <ul style="list-style-type: none"> • Quick turnaround of service (instant to 3working days as per information provided.) • No complaint
Facilitation & Compliance	<ul style="list-style-type: none"> ➤ Ensuring timely vetting and lodgement of all Tax clearance, Tax Returns and any Application forms <ul style="list-style-type: none"> • Quick turnaround of service (instant to 3working days as per information provided.)
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 <ul style="list-style-type: none"> • Quick turnaround of service (instant to 3working days as per information provided.)
Health and Safety	<ul style="list-style-type: none"> ➤ Ensuring a safe working environment that is consistent with the Policies and SOPs, is OHS compliant and non – hazardous <ul style="list-style-type: none"> • Minimum to zero incidents. All incidents recorded and Risks Team / PCC notified.
Risk Management and Security	<ul style="list-style-type: none"> ➤ Support CSC with initiatives to have an up-to-date risk management framework in place linked to FRCS risk management strategies
Technology & innovation	<ul style="list-style-type: none"> ➤ Ensuring accurate data entries into FITS/NTIS or any related database ➤ Demonstrating proficiency with Computer application programs

DELEGATIONS:

As may be delegated from time to time for specific tasks by Assistant Manager.

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.
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.

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 to meet your deliveries if required

Rotation of duties within FRCS if 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

<p>Intellectual Horsepower</p>	<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
<p>Problem Solving</p>	<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
<p>Self-Development</p>	<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.