



## POSITION DESCRIPTION – OCTOBER 2023

**POSITION TITLE:** INFORMATION LIAISON OFFICER

**LOCATION:** FRCS HEAD OFFICE, SUVA

**REPORTS TO:** TEAM LEADER ASSESSOR [DMS]

### 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

As FRCS strives to achieve its Vision of being 'World Class', the strategic focus shifts to four main areas of Partnership, Legislation & Process, People, and Technology. The Information Liaison Officer is responsible for contributing to the efficient operation of **INFORMATION LIAISON TEAM [ILT]** and Revenue Collection by accurately maintaining manual and computerized records, provides effective and timely customer services and provides support to management. The incumbent will also be part of robust centralized team assigned to conduct Third Party Searches for FRCS.

### ACCOUNTABILITIES

KEY RESULTS AREAS	KEY ACCOUNTABILITIES
<p><b>Receipt of Tickets from Service Desk</b></p>	<ul style="list-style-type: none"> <li>▪ Provide timely response to the Case Manager, Assessors and Customs requesting third party searches for- LTA Immigration Titles Company Birth and Deaths searches FNPF Banks</li> <li>▪ Place Charges for LTA and Immigration upon advise from Cases Managers, Assessors and Customs</li> <li>▪ Place Title Charges upon advise from Cases Managers Assessors and Customs</li> <li>▪ Maintain manual and electronic records of all Charges placed.</li> </ul>
<p><b>Financial</b></p>	<ul style="list-style-type: none"> <li>▪ Timely Attendance to Taxpayers Referrals for release of charges</li> <li>▪ Prepare temporary / full revocation of charges [ LTA, Immigration] as per advise from Case managers</li> <li>▪ Prepare release of Charge and Caveat for Registrar of Titles upon advise from Case managers.</li> <li>▪ Verify the Debt before release of charge that taxpayer has settled the matter then lodging it to Registrar of Titles</li> </ul>

	<ul style="list-style-type: none"> <li>▪ Maintaining the records for all release of charges.</li> <li>▪</li> </ul>
<b>Customer</b>	<ul style="list-style-type: none"> <li>▪ Ensure to conduct excellent customer service in service delivery.</li> <li>▪ Encourage Customer to fully settle the dues and lodge the missing Tax returns before release of LTA Charge</li> </ul>
<b>Environment &amp; Community</b>	<ul style="list-style-type: none"> <li>▪ Participate in the Wednesday Wellness Walk.</li> <li>▪ Promote green initiatives through paperless and recycle environment.</li> </ul>
<b>Internal Process</b>	<ul style="list-style-type: none"> <li>▪ Doing Field Visit</li> <li>▪ Assist in Write off Projects</li> <li>▪ Deliver the Bank searches for case managers</li> <li>▪ Collect Cheques from banks [Third Party Garnishee]</li> </ul>
<b>Innovation &amp; Learning</b>	<ul style="list-style-type: none"> <li>▪ Attend to in-house and external trainings and workshop to enhance performance.</li> </ul>
<b>Employee Satisfaction</b>	<ul style="list-style-type: none"> <li>▪ Participate in achieving the unit objective and goals.</li> </ul>

**DELEGATIONS**

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

**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**

<b>Job Title Criteria</b>	<b>Essential</b>	<b>Desirable</b>
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Certificate in Accounting/ Taxation/ Business or similar fields</li> </ul>	<ul style="list-style-type: none"> <li>• Diploma in relevant field.</li> </ul>
<b>Knowledge and Skills</b>	<ul style="list-style-type: none"> <li>• Computer Literacy</li> <li>• Analytical Skills</li> <li>• Attention to Details</li> <li>• Excellent Communication skills</li> </ul>	<ul style="list-style-type: none"> <li>• Experience in NTIS, FITS and ASYCUDA world systems will be desirable</li> </ul>
<b>Previous Experience</b>	<ul style="list-style-type: none"> <li>• 1 – 2 years' experience in Debt Collection or taxation work or similar work, with experience in managing teams will be at an advantage</li> </ul>	<ul style="list-style-type: none"> <li>• More than 2 years' experience in Collection or taxation work or similar</li> </ul>
<b>Personal Attributes</b>	<ul style="list-style-type: none"> <li>• Interpersonal Skills</li> <li>• Performance oriented</li> <li>• Integrity</li> <li>• Holistic Thinker</li> <li>• Initiative</li> <li>• Energetic</li> </ul>	

	<ul style="list-style-type: none"> <li>• Achiever</li> <li>• Resilience</li> </ul>	
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### PERFORMANCE COMPETENCY INDICATORS

As a leader in FRCS your performance is measured through two criteria:

- **Performance outcome criteria** for your area of responsibility. These are agreed and reviewed annually.
- **Leadership competencies** - you report monthly to the TEAM LEADER ASSESSOR OBJECTIONS REVIEW on your performance measured against the competencies for your role. These are set out below.

COMPETENCY	COMPETENCY DESCRIPTOR
<b>Leadership</b>	<ul style="list-style-type: none"> <li>▪ The Organization 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.</li> </ul>
<b>Results Focus</b>	<ul style="list-style-type: none"> <li>▪ The organization (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.</li> </ul>
<b>Continuous Improvement &amp; Learning</b>	<ul style="list-style-type: none"> <li>▪ 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.</li> </ul>
<b>Design, Quality &amp; Prevention</b>	<ul style="list-style-type: none"> <li>▪ The organization (staff) will emphasize on design quality, hence anticipating problems and waste prevention at the design stage.</li> </ul>
<b>Partnership Development</b>	<ul style="list-style-type: none"> <li>▪ The organization (staff) will build internal and external partnerships to better accomplish its goals.</li> </ul>
<b>Valuing Employees</b>	<ul style="list-style-type: none"> <li>▪ 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.</li> </ul>
<b>One Organization</b>	<ul style="list-style-type: none"> <li>▪ Managers and staff will work as one towards the goals of FRCS.</li> </ul>
<b>Integrity</b>	<ul style="list-style-type: none"> <li>▪ Managers and staff of FRCS will behave with utmost integrity.</li> </ul>