

POSITION DESCRIPTION – JANUARY 2024

POSITION TITLE: **Manager Customs Relationship**
LOCATION: **Lautoka**
REPORTS TO: **Senior 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 role is responsible to contribute fully to the maximizing of revenue collection due to the Government of Fiji and managing the overall debt by supervising a team and providing high level technical assistance. This role also entails to develop well-trained teams to execute the role effectively and efficiently in complying with various Fiji Tax Legislation.

ACCOUNTABILITIES

OUTPUT	KEY PERFORMANCE MEASURES
Internal Process	Tax refund approvals for Income Tax. Second level approval of tax compliance certificates on NTIS 1 st level approval on request for clarification for final approval and request for clarification for review on NTIS. 1 st level approval for Certificate of Exemption for Resident Interest Withholding Tax and Contractual Provisional Tax on NTIS. Processing of Business, Partnership, Estate and Trust tax returns Processing of Limited Liability Company tax returns. Approvals for Debt and Enforcement related work.
Tax Clearance	Approval of Standard T/C (entered/assessed by Senior Assessor and below) Approval of Blanket T/C (entered/assessed by Senior Assessor and below) Approval of Section 26 Clearance Offshore Clearance letter
Compliance, Enforcement and Inspection	Risk Analysis and approval to staff to carry out compliance checks, debt & filing enforcement and inspection of taxpayers/companies for Return lodgments PAYE, P/T, VAT and other tax type issues. Delegate to Assistant Managers to organise team for inspections, collections and filing enforcement. Endorsing of Audit/Legal referrals to ICI and Legal Sections

Advisory/ Awareness	<p>Providing essential advice to taxpayers at the counter and also to internal stakeholders on tax issues as and when required.</p> <p>Providing awareness on legislative/budgetary changes to internal and external stakeholders. This awareness includes having meetings/presentations with Tax Agents, Accountants and Company Directors as and when requested by the stakeholders either at their office or at FRCS premises.</p> <p>Having frequent meetings/liaison and working in coordination with FRCS partners and stakeholders such as Commissioner Westerns Office, Registrar of Companies, LTA, Immigration Department, Lands Department, REALB, Lautoka City Council, Banks, Police, Tax Agents and Accountants etc.to develop good business relationships and information sharing with them where there are MOU's in place</p>
Financial	<p>Reconciliation/balancing and endorsement of daily revenue collections. Ensuring correct receipting is done to avoid reworks.</p> <p>Ensure safekeeping of daily collections, in the collection till and the vault. Daily banking of revenue collection to ANZ under strict security and timing in liaison with Lautoka ANZ Bank Manager/Supervisors.</p> <p>Ensure collections deposited at the bank are reported to Finance Department on a daily basis.</p>
Reporting	<p>Ensuring correct daily/weekly work reports on services facilitated are provided to the management.</p> <p>Ensuring compliance reports are provided to management on a monthly basis.</p>
NTIS – Training, testing and providing feedback	<p>Testing and providing feedback on NTIS.</p> <p>Conducting and organizing trainings on TPOS for internal and external stakeholders.</p>
Staff and port management	<p>Daily management of staff of Customer Services and Debt Management attendance, leave and ensuring that all PCC policies are adhered to at all times.</p> <p>Ensuring that staff behavior and interacting with internal and external stakeholders are facilitated within the boundaries of FRCS Code of Conduct policies and is carried out with integrity and honesty.</p> <p>Attending to staff disciplinary/grievance cases and ensuring disciplinary guidelines are followed.</p> <p>Counselling of staff on personal and work related issues</p> <p>Assessing and endorsing of staff PMS as per their KPI's.</p> <p>Daily motivational meetings with staff.</p> <p>One to one meetings with staff in regards to their performance and rating.</p> <p>Having monthly meetings with other leaders at Lautoka Port to ensure proper decision making is in place for the Lautoka Port.</p>

Quality	<ul style="list-style-type: none"> • Quality Financial Analysis and Data Presentation • Relevant and high quality research • Prepare quality legal submissions • Adherence to instructions
Innovation and Learning	<ul style="list-style-type: none"> • Identify and monitor skills gaps for training • Mentor and coach staff to enhance performance and achieve production. • Attend internal and external training and workshop to enhance performance with DIP successfully implemented
Partnerships and Customer Service	<ul style="list-style-type: none"> • Work closely with operational leaders and colleagues • Ensure that the highest standards of internal and external customer service is consistently delivered by your team.
Stakeholder Management	<ul style="list-style-type: none"> • Consult stakeholders on relevant tax and customs laws and customs
Health, Safety, and Wellness	<ul style="list-style-type: none"> • Champion high standards of Health, Safety and Wellness across • COVID19 protocols are adhered

DELEGATIONS:

As may be delegated by Senior Manager and Director from time to time

PERSON SPECIFICATION

Job Title Criteria	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • Bachelor's Degree in Accounting/Management/Forensic Accounting or similar fields. 	<ul style="list-style-type: none"> • Post Graduate in relevant field.
Knowledge and Skills	<ul style="list-style-type: none"> • Computer Literacy • Analytical Skills • Attention to Details • Excellent Communication skills 	
Previous Experience	<ul style="list-style-type: none"> • More than 10 years' experience in taxation work, experience in managing teams and customer relations. 	
Personal Attributes	<ul style="list-style-type: none"> • Interpersonal Skills • Performance oriented • Integrity • Holistic Thinker • Initiative 	

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

As the Senior Investigator in FRCS, your performance is measured through two criteria:

- **Performance outcome criteria** for your area of responsibility. These are agreed and reviewed annually. You report monthly and quarterly to Senior Manager on progress, and provide mitigation strategies and timelines where agreed criteria are at risk of non-achievement.
- **Employee competencies** – you report quarterly on your performance measured against the competencies for your role.

COMPETENCY	COMPETENCY DESCRIPTOR
Be An Authentic Leader	<ul style="list-style-type: none"> • Be a genuine leader for my team demonstrating the Code of Conduct principles • Set clear expectations from team members • Be visible and accessible • Seek and provide 360-degree feedback • Identify and develop leadership across teams • Ensure personal reporting is accurate, fair and consistent • Develop strategies to ensure poor performance is dealt with head on and early on • Have one to one verbal discussions immediately and document if needed
Managing Vision & Purpose	<ul style="list-style-type: none"> • Is future focused, optimistic and effectively communicates a compelling and inspired vision to others in the organization • Successfully rallies support for the vision; makes it shareable by everyone and inspires everyone to move forwards
Continuous Improvement In Customers Service	<ul style="list-style-type: none"> • Encourage and enable an environment of improvement • Drive my team to initiate new and better ways of doing things in my area • I will minimise red tape across processes wherever possible • I will be an un locker – not a barrier
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

<p>Relationship Management That Drives Results</p>	<ul style="list-style-type: none"> • Develop and enhance relationship across Revenue and Customs Service to ensure alignment • Develop and enhance relationship with stakeholders and other Government Agencies to minimise adverse effects and enhance collaborate outcomes • Be a connector with a vision to enhance outcomes across Governments through creation of effective networks
<p>Decision Quality</p>	<ul style="list-style-type: none"> • Utilises a mixture of analysis, wisdom, experiences, and judgement to make high quality, timely decisions, that produce ideas and solutions that are accurate and demonstrate sound judgement, risk management, and integrity • Provides coaching to others to make decisions that sit within their delegations and area of responsibilities
<p>Health , Safety And Community</p>	<ul style="list-style-type: none"> • Ensure Health and Safety is priority across the business • Ensure business contingency plans are up to date, relevant and applicable • Ensure that PPE is available and used as per SOP • Take the lead in observing unsafe activity, planning and ensure that it is stopped and approached correctly • Report any hazard, near miss, injury or incident immediately to Line Manager • COVID19 protocols are adhered.
<p>Delegation</p>	<ul style="list-style-type: none"> • Delegates’ tasks and decisions clearly and appropriately taking into account the complexity and importance of the work and individual ability and development needs. Trusts people to perform and to complete their own work
<p>Achieve My Teams Operational Targets</p>	<ul style="list-style-type: none"> • Have a Results focussed passion towards the achievement of financial and non-financial targets for the team in line with the Organisation and Divisions Annual performance targets. • Consistent evaluation of performance and address associated risks.
<p>Managerial Courage</p>	<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>Process And Systems Management</p>	<ul style="list-style-type: none"> • Ensure that SOPs are up to date and in place • Ensure compliance to legislations, approved processes, systems. • Ensure processes and systems are continually reviewed to enable shift in World class • Encourage an environment where staff understand where they fit in, show they contribute and how agencies or

	stakeholders have differing priorities but the same outcome – Customer Service
Presentation Skills	<ul style="list-style-type: none"> Effectively presents to a variety of audiences on both uncontroversial and controversial topics Commands attention and can read the audience, adjusting their approach as needed
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
Developing Direct Reports	<ul style="list-style-type: none"> Demonstrated focus on developing direct reports by providing challenging tasks and stretch assignments and encouraging people to accept them Holds frequent development discussions with direct reports, is aware of their career goals, and treats direct reports in a fair and equitable manner
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.

ACKNOWLEDGEMENT:

Name:	
Date:	
Signature:	
Witness Name:	
Signature:	
Date:	

