



MFEM – Revenue Management Division
GOVERNMENT OF THE COOK ISLANDS

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POSITION SUMMARY

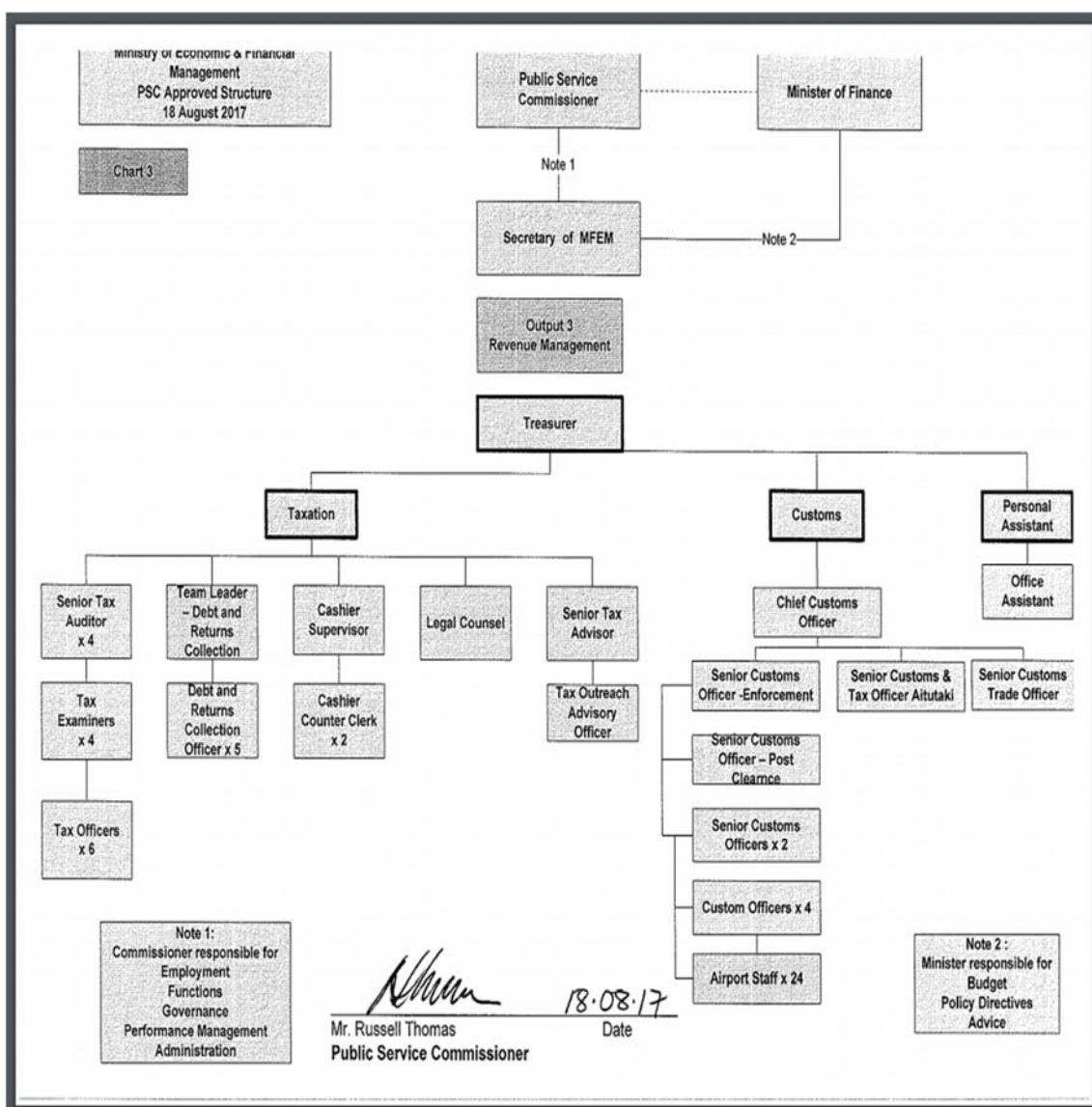
Job Title:	Customs officer (Variable Hour Officers)
Division:	MFEM – Revenue Management Division – Cook Islands Customs Services Airport Operations Group
Locations	Rarotonga International Airport
Responsible To:	Supervising Customs officer
Responsible For:	NA
Job Purpose:	<p>The AIRPORT GROUP</p> <p>The Airports Group is responsible for providing assurance regarding the legitimacy of air passengers and crew, aircraft movements into and out of Cook Islands, and goods they carry; facilitating legitimate passengers; managing risks; collecting duties, Import VAT and fees on goods imported through the air passenger pathway.</p> <p>The Airport Group manages the processing of air passengers and crew arriving and departing at Cook Islands international airports. This involves:</p> <ul style="list-style-type: none">• Profiling of potential risks;• Clearance of passengers and crew;• Applying alert instructions that exist in respect of passengers and crew• Conducting searches of passengers and their luggage, as necessary <p>PURPOSES</p> <p>Customs Officers (Variable Hours) protect Cook Islands borders by controlling, monitoring and administering the movement of people, goods and craft across Cook Islands border. The Customs Officer (Variable Hours) contributes directly to Customs' mission of minimising the risks to the country that arise from international travel, and facilitating the legitimate movement of goods and passengers across our border. The Customs Officer (Variable Hours) role involves taking an active part in all aspects of the end to end passenger process at the Rarotonga International Airport in accordance with the appropriate policies, procedures and legislation.</p> <p>On a day to day basis, the Customs Officer (Variable Hours) reports to a Supervising Customs officers or Chief Custom's officer in Rarotonga, Cook Islands.</p> <p>JOB CONTEXT</p> <p>Customs Officers (Variable Hours) are required to be flexible to meet the variable nature of the airline schedules, which can often change at short notice. The role requires the ability to work split shifts.</p>
Job Classification:	Service Delivery <i>Border Security and Community Protection</i> <i>Revenue Collection – Customs duties</i>

	Trade and Travel Facilitation
Date updated:	19 th September 2018

AGENCY VISION

“Leadership and Excellence in border management that enhances the security and prosperity of the Cook Islands”

ORGANISATIONAL STAFFING STRUCTURE



ACCOUNTABILITES

The Customs Officer Operations is accountable on a daily basis to the Supervising Customs Officer for the following results, where applicable to their work area:

RESULTS AREA (KRA'S)/OUTPUTS

KRAs for this position (maximum of 6)	Key Performance Indicators (<i>use SMART principles</i>)
<p>Providing Policy and Legislative advice and assistance</p>	<ul style="list-style-type: none"> • Interpret and apply Customs and other agencies' legislation, policy and procedures and explain this to clients and stakeholders, and identify appropriate options and choices. • Inform clients of requirements relating to: <ul style="list-style-type: none"> • The import and export of goods, and the calculation and payment of Duty and Import VAT owing • The holding of goods • Documentation and reporting requirements for the arrival and departure of craft and travellers • Customs' processes and procedures • Aid with the preparation of Customs' documentation and provide supporting material and links
<p>Border Facilitation and processing of Clients and Information</p>	<ul style="list-style-type: none"> • Process travellers crossing the border (immigration and emigration) • Process revenue collected through Customs' related activities, eg. Import VAT, duty paid • Process documentation relating to the arrival and departure of craft
<p>Risk Management – Risk Identification and Assurance, Audit and Investigation</p>	<ul style="list-style-type: none"> • Assess available information to formulate an accurate risk assessment • Undertake activity to provide assurance of compliance with legislation, policy and procedure which may include: <ul style="list-style-type: none"> • Searching • Interviewing and/or questioning • Profiling of persons and/or documentation • Verification of plans • Document verification • Address non-compliance and take appropriate action, which may include: <ul style="list-style-type: none"> • Issuing of penalties • Issue of verbal or writing warnings • Detention/seizure of goods • Detention and/or search of persons • Preparation of files for prosecution activity
<p>Relationship Management</p>	<ul style="list-style-type: none"> • Fostering co-operative relationships with external stakeholders and agencies.

	<ul style="list-style-type: none"> Working co-operatively with and assisting colleagues in all work areas to achieve their outputs and goals.
Reporting and Recording	<ul style="list-style-type: none"> Utilise CusMod and other computer programs to accurately capture and report the information received or activity undertaken Capture 100% of alerts and process according to alert instructions. Use the entry processing system to process transactions and consignments targeted for compliance action, record payments and to respond to client queries Complete job sheets and other written reports and brief colleagues and other parties as required Keep notebooks up to date and using whenever on duty Provide data to internal and external stakeholders as required. Prepare files for prosecution activity and utilise effective file management practices, including maintenance of the chain of evidence, and accounting for exhibits.

PERFORMANCE MANAGEMENT

In this role you will be expected to meet specific performance standards. These standards will be defined in an individual performance plan, and generally will reflect your contribution to achieving the Unit's objectives and measures.

AUTHORITY

Financial	Powers to charge and collect Custom duties such as Import VAT and Duty, on goods imported in to the Cook Islands for personal use with the value exceeding \$100. Threshold customs duties collected \$5 – unlimited, other Customs duties, Departure Tax, Officers time, Import Transaction Fee, penalties under Custom Revenue and Border Protection Act 2012
Staff	NA
Contractual	NA

A Customs Officer is authorised to exercise specified powers under the Cook Islands Revenue and Border Protection Act 2012 (and other specified legislation), such as: questioning persons, detention and search of persons, examining goods, using aids, searching premises, searching craft and vehicles, and detention and seizure of goods. All decisions must be made under this and other statutes, in accordance with existing policy and delegated authorities.

Specific authorities are delegated by the Chief Executive.

WORK COMPLEXITY

<i>Indicate most challenging problem solving duties typically undertaken (3-4 examples):</i>	
1	Understanding and applying Customs and other agencies' legislation, policy and procedures
2	<p>Interacting with risk persons or goods or craft, that poses a risk and threat to the country. Dealing with situations that could become potentially harmful and life threatening. E.g. dealing with the importation of Prohibited/Restricted imports, such as Firearms, Drugs, explosives, Pesticide etc.</p> <p>Undertaking activity to provide assurance of compliance with legislation and other agencies legislation, policy and procedure, searching, profiling and addressing non-compliance and talking appropriate action, preparation of files for prosecution activity</p>
3	Sound judgement and confident decision-making ability when assessing and searching for available information to formulate an accurate risk assessment and recommending risk management activity and analysing a situation and having to act upon it.

FUNCTIONAL RELATIONSHIPS

The requirement for human relations skills in dealing with other personnel and external contacts. *(List the external and internal types of functional relationships)*

Internal	Nature of Contact
<ul style="list-style-type: none"> • Airport and Operational Managers • Customs staff within the Airport and Full Time Customs officers • Subject matter experts 	<p>HEAVY – Positions require contact with all functions of the Agency and/or where these are of a very sensitive nature</p> <ul style="list-style-type: none"> - Collecting revenue - Sharing information - Attend trainings or Workshops - Operation Briefings

External	Nature of Contact
<ul style="list-style-type: none"> • General public • Staff at airports, seaports, airline, rail and freight industry companies • Personnel from other government agencies including Cook Islands Police, the Ministry of Health, Department of Internal Affairs, the Ministry of Agriculture and Cook Islands Bio Security, Cook Islands Aviation Security, Ministry of Foreign Affairs and Immigration, Financial Intelligence Unit, Rarotonga Rescue Fire Services 	<p>NEGOTIATING and PROMOTING</p> <ul style="list-style-type: none"> - Facilitate travel of passengers traveling in and out of the Cook Islands - Regularly process customs clearances - Collect customs duties - Facilitate the movements of goods - Provide regular assistance and information - Provide support and technical advice on Customs Laws, Policies and Procedures

QUALIFICATIONS (OR EQUIVALENT LEVEL OF LEARNING)

Level of education required to perform the functions of the position. This combines formal and informal levels of training and education.

Essential: (least qualification to be competent)	Desirable: (other qualifications for job)
<ul style="list-style-type: none"> NCEA Level 3 	Diploma in Border Management or Law, Economic, Management and Accounting Degree in Law, Economic, Accounting

EXPERIENCE

The length of practical experience and nature of specialist, operational, business support or managerial familiarity required. This experience is in addition to formal education.

Essential: (least number of years to be competent)	Desirable: (target number of years you are looking for)
<ul style="list-style-type: none"> Proven experience in a public facing role and a demonstrated commitment to delivering top quality customer service and advice. Well-developed interpersonal skills with the ability to communicate effectively verbally and in writing to wide ranging audiences, and build and enhance successful relationships with internal and external stakeholders. Sound computer skills including word processing and the ability to make effective use of computer systems. Proven attention to detail the ability to quickly and objectively process information and understand and apply policies and procedures. Ability to achieve and maintain a level of fitness and physical ability to undertake the full range of duties. The ability to work as required and be available at short notice to provide coverage across at 24/7 roster. There may also be a requirement to travel at short notice. Ability to work to high professional and ethical standards consistent with Customs' values and those of the Cook Islands public service, and a commitment to maintaining compliance with legislation, rules and regulations. Achievement of NCEA Level 2 or equivalent educational qualification. A full motor vehicle driver's licence. Ability to achieve a Customs organisational security clearance. 	<ul style="list-style-type: none"> At least 5 years' work experience Customs clearances or Law Enforcement agencies, such as Police, Bio Security, NES etc.

KEY SKILLS /ATTRIBUTES/JOB SPECIFIC COMPETENCIES

Level of ability required for the job	
Advanced	Experience and Knowledge Interpret and apply Customs and other agencies' legislation, policy and procedures and explain this to clients and stakeholders, and identify appropriate options and choices.

Working	<p>Listening Consistently practices attentive and active listening and demonstrate 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.</p> <p>Conflict Management Ability to read situations quickly; stick with tough conversations and situations with the intention of settling disputes equitably. Responding to conflict by listening, searching for common ground and gaining cooperation with minimal friction.</p> <p>Self-Development Demonstrates a commitment to identifying areas of personal strength and weakness, employing various skills and approaches in different situations when necessary and continuously improving him/herself.</p> <p>Functional/Technical Skills Has the functional and technical knowledge and skills to do the job at a high level of accomplishment. Learns and assimilates new skills and knowledge (including technical, industry, organisational, process or procedural areas) quickly. Demonstrates an appropriate level of detail orientation and seeks clarification from those more experienced when needed.</p> <p>Decision Quality Utilises a mixture of analysis, wisdom, experience, and judgment to make high quality, timely decisions and produce ideas and solutions that are accurate. Assists 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, incomplete or there are time pressures.</p> <p>Action Oriented Enjoys working hard and is full of energy for situations and experiences which are challenging for him/her. Is intellectually sharp and is not fearful of acting when necessary, seizing opportunities as they present themselves.</p> <p>Approachability Builds rapport well and is warm, pleasant and gracious in their contact with others. Is easy to approach and makes an extra effort to be patient with the interpersonal anxieties of others and put them at ease.</p> <p>Peer Relationships Is a team player who is focused on being cooperative and collaborative with others, and who honestly represents his/her own opinions in a way that is fair to others. Quickly seeks to find common ground and solutions to problems for the good of all.</p>

CHANGE TO JOB DESCRIPTION

Changes to the Job description may be made from time to time in response to the changing nature of the Agency work environment - including technological or statutory changes.

Approved:

HoM/Manager

Date

Employee

Date