

## Job Description

<b>Title:</b>	Assistant Customs Officer - Excise and Petroleum	<b>Group:</b>	Customs Service
<b>Unit:</b>	Excise, Warehouse and Liquor Administration		
<b>Reports to:</b>	Principal Officer Excise, Petroleum and Liquor Administration	<b>Position code:</b>	RE001783
<b>Salary grade:</b>	A6, \$13, 744 pa	<b>Date:</b>	Nov 2021

### 1. About the Organisation

The Ministry for Revenue is a key state organisation with its main functions centring around revenue collection and enforcing Customs and Inland Revenue laws and other related rules and regulations. By ensuring effective and efficient processes the Ministry endeavours to ensure smooth movement of people and goods across the border and collect the correct revenue due to the state.

The Ministry's three principal roles are:

- To manage and administer the taxation systems in a way that encourages compliance by all taxpayers
- To facilitate trade and the movement of people across Samoa's borders while at the same time protecting the community and ensuring compliance with Samoan laws; and
- To efficiently collect the correct revenue due to the State

### 2. About the division:

The Client Services Division plays a key role in assisting customers and stakeholders with meeting their Customs obligations and ensuring the effective operation and administration of key Customs processes and legislation. It is responsible for the effective and efficient administration of import and domestic excise taxes, control and monitoring of warehouses and Customs Controlled Areas, as well and the administration of the functions of the Liquor Board in accordance with the Liquor Act. The division is the first point of contact for stakeholders at the Customs building and will provide top quality, accurate assistance on the full range of Customs matters.

### 3. Position purpose – an overview of what you're here to do:

The primary responsibilities of this position are to assist with the collection of excise duties and the administration of Customs bonded premises on behalf of the Samoan government. This includes assessing and collecting excise taxes, working with stakeholders to ensure compliant petroleum, warehousing and Duty Free shop operations and ensuring that licensing requirements are adhered to, in line with relevant regulations and legislation. In addition, the incumbent has accountability the effective and efficient implementation of divisional and ministry wide policies and processes.

### 4. Duties and responsibilities – a summary of what we expect you to achieve:

#### Job-specific duties and accountabilities – things specific to this job:

#### **Excise and Petroleum**

- Assist with assessing, verifying and collection of the appropriate amounts of domestic excise, in line with the relevant legislation and regulations
- Assist senior officers with the administration of excise/duty recoveries and verification of excise drawbacks
- In line with policy and procedures, assist with the administration and application of incentives and export manufacturing schemes
- Visit petroleum facilities to ensure they comply with Customs processes, regulations and legislation e.g. by assisting with implementing checks and completing excise tax assessments via dipping and calibration etc.

- Develop and maintain a current knowledge of relevant legislation, agreements, procedures and processes and apply these in completion of daily work

**Customer service and compliance:**

- Demonstrate utmost integrity at all times by representing the Ministry for Revenue and the government of Samoa well and by providing high quality, customer-focused services

<b>Merit</b>	<b>Job Competencies</b>	<b>Descriptors</b>
<b>Skills &amp; Abilities</b>	Customer Focus  Achievement Focus  Analysis and Decision Making	<ul style="list-style-type: none"> <li>• Well developed interpersonal skills</li> <li>• Ability to communicate effectively verbally and in writing in both Samoan and English.</li> <li>• Ability to build successful relationships with internal and external stakeholders.</li> <li>• Apply drive, energy and enthusiasm for getting the job done.</li> <li>• Able to analyse situations from different points of view.</li> </ul>
<b>Personal Attributes</b>	Self Development and work management  Integrity  Communication and Teamwork	<ul style="list-style-type: none"> <li>• Committed to the work, ability to work to high professional and ethical standards consistent with 'Public Service values' and those of the public service.</li> <li>• Ability to work during odd hours, weekends and Public Holidays.</li> <li>• Act with integrity at all times.</li> <li>• Encourage open, honest and effective communication and work collaboratively with others.</li> </ul>
<b>Experience</b>	Experience/knowledge and Past work Performance	<ul style="list-style-type: none"> <li>• Relevant work experience in a Customs, law enforcement or similar environment.</li> </ul>
<b>Qualification</b>	Formal Qualification	<ul style="list-style-type: none"> <li>• A relevant Certificate-level qualification eg. Public or Business Administration, Commerce etc.</li> </ul>

- Encourage compliance by providing helpful, informative and accurate information
- Demonstrate a commitment to upholding and enforcing existing legislation and regulations, and maintaining the highest standard of professionalism.

**Operational policy:**

- Apply Customs and other agencies' legislation, policy and procedures and where required explain this to passengers, clients and stakeholders.
- Ensure that policies/processes are understood and applied correctly in the completion of duties.
- Provide data through the preparation of operational reports to assist in compiling divisional reports and developing intelligence.
- Work co-operatively with and assist colleagues in all work areas to achieve their outputs and goals

**Other tasks:**

- Complete other Ministry-related tasks, assignments and projects as requested on an ad hoc basis that are within the incumbent's capabilities.



- Provide assistance and support to other sections within the Client Services division

**5. Person specification – what the ideal person for the role looks like:**

To be effective in achieving the objectives and expectations described above, incumbents in this position will need to demonstrate the following knowledge, skills and experiences:

Generic accountabilities – things expected of all people at the Ministry:

**Personal capability:**

- Actively participate in the Ministry’s ongoing training, development and performance planning and appraisal processes.

**Planning:**

- Actively participate in planning own work programme, e.g. daily, weekly, monthly, etc.
- Provide input as required into team, divisional and/or Ministry planning.

**Ministry policies and practices:**

- Meet the obligations of all Ministry employees via compliance with the Ministry’s business policies and practices including the Code of Conduct.
- Understand the legislation, regulations and other technical frameworks that the Ministry upholds, protects and operates within.

**Health and safety:**

- Follow and support work practices that are safe and promote personal wellbeing.

Organisational values:

In your day to day work at the Ministry, we expect you to uphold and reflect our organisational values:

<b>Integrity:</b> At all times we are professional and display utmost integrity, by acting with:	
<u>Honesty</u>	<ul style="list-style-type: none"> <li>• We act honestly, are truthful and abide by the laws of Samoa.</li> <li>• We are trustworthy in everything we do.</li> </ul>
<u>Impartiality</u>	<ul style="list-style-type: none"> <li>• We provide impartial advice, act without fear or favour, and make decisions on their merits.</li> </ul>
<u>Transparency</u>	<ul style="list-style-type: none"> <li>• We take actions and make decisions in an open way.</li> </ul>
<u>Accountability</u>	<ul style="list-style-type: none"> <li>• We are able to explain the reason for actions taken, and take responsibility for those actions.</li> <li>• We act with courage in pursuit of the best possible outcomes for the community and the Government.</li> </ul>
<b>Service commitment</b>	<ul style="list-style-type: none"> <li>• We serve the people well through faithful service to the Government.</li> <li>• We are proud to deliver service to the community.</li> <li>• We willingly accept the responsibility of helping to keep Samoa safe, secure and prosperous, and are dedicated to working as ‘One Service’ to achieve that.</li> </ul>
<b>Respect</b>	<ul style="list-style-type: none"> <li>• We invest in our staff and support each other to lead fulfilling and enjoyable careers.</li> <li>• We treat the people, the Government and our colleagues with respect and courtesy.</li> <li>• We are fair and just and always act with respect for the law and for the rights of others.</li> </ul>
<b>Working together</b>	<ul style="list-style-type: none"> <li>• We use teamwork and cooperation to achieve results together</li> <li>• We value the views and contributions of others and actively seek to engage and collaborate for the benefit of Samoa.</li> </ul>
<b>Efficiency and effectiveness</b>	<ul style="list-style-type: none"> <li>• We achieve good results for Samoa in an economical way.</li> <li>• We are open to new ideas and technologies, responsive to changing needs, and innovative in the way we respond.</li> <li>• We work with energy and enthusiasm to produce the best possible outcomes for the community.</li> </ul>

Performance and development planning:

As well as the details contained in your Job Description, specific objectives, targets and measures will be developed with you in accordance with the Ministry’s performance and development planning and appraisal processes.



## Core organisational competencies:

The Ministry's five core competencies are an important part of improving the way we do business through the way we manage ourselves and our work, and the way we contribute to the team. They support our organisational values, and are also required for the Ministry to achieve its vision and strategic direction.

<b>1 – Customer focus:</b> Designing and delivering quality products and services that meet the needs of the Government and the people of Samoa.	<b>2 – Achievement focus:</b> Successfully achieving results, identifying improvements and taking a flexible approach to work.	<b>3 – Analysis and decision making:</b> Making effective and timely decisions based on consideration of the facts and alternatives.	<b>4 – Communication and teamwork:</b> Encouraging open, honest and effective communication, and work collaboratively with others.	<b>5 – Self development and work management:</b> Taking responsibility for managing your workload and your development, and being responsive to business changes.
<p>Project a positive public image for Ministry.</p> <p>Work with energy and enthusiasm to achieve the best results for our customers.</p> <p>Uphold the Service Charter.</p> <p>Respond to the needs of internal and external customers and take responsibility for ensuring follow up action.</p> <p>Provide a professional, quality service such that:</p> <ul style="list-style-type: none"> <li>• The right information is given the first time</li> <li>• All commitments of action are met</li> <li>• All acts and tasks are conducted to a high standard</li> <li>• Appropriate questions are asked to identify concerns and underlying problems</li> <li>• Issues are escalated at the appropriate time</li> <li>• Information is treated as confidential.</li> </ul> <p>Tailor the service provided to appropriately meet the diverse needs of customers.</p> <p>Encourage and recommend on customer feedback and suggestions for improvement to Ministry's services and products.</p> <p>Identify better ways of doing things to provide continuously improving customer service.</p> <p>Proactively and responsively manage relationships with key customer groups.</p>	<p>Achieve the agreed outputs or results within the determined quality standards.</p> <p>Apply drive, energy and enthusiasm for getting the job done.</p> <p>Take personal responsibility for making things happen and for achieving the targets set for you.</p> <p>Show commitment to improving results, identifying and developing opportunities for improving systems and processes and encourage others to do the same.</p> <p>Understand the processes needed to do the job effectively and why these processes are used to achieve the desired results.</p> <p>Demonstrate flexibility and adaptability in approach to work.</p> <p>Adopt a positive approach to change and be prepared to develop and try new ways of doing things.</p>	<p>Reflect the Ministry's values in how problems are approached and decisions are made – be impartial and transparent.</p> <p>Make effective and timely decisions based on consideration of the facts and alternatives available.</p> <p>Analyse problems from different points of view.</p> <p>Consult with others in making decisions whenever appropriate.</p> <p>Accept responsibility for own decisions.</p> <p>Make sense of large amounts of information, getting to the heart of the problem quickly.</p> <p>Consider and understand the implication of decisions made on the Ministry, both internally and externally.</p> <p>All decisions are consistent with and support broader organisational goals, legislative requirements and departmental policies.</p> <p>Develop and explain the reasoning behind judgements, conclusions and decisions.</p> <p>Step back and reflect on the environment, drawing conclusions from what you see.</p>	<p>Treat people with respect and courtesy recognising their needs and views.</p> <p>Deal with people in an honest and straight forward manner.</p> <p>Accurately and clearly convey timely information and ideas, using a style and manner of presentation which meets the diverse needs of the audience.</p> <p>Establish, build and maintain relationships and networks both internally and externally.</p> <p>Present effective arguments to influence others and achieve negotiated solutions.</p> <p>Anticipate and prepare for other people's reactions to communications.</p> <p>Demonstrate active listening skills (e.g. paraphrasing, attentive, receptive).</p> <p>Provide timely, honest and constructive feedback to others, both formally and informally.</p> <p>Challenge unacceptable behaviour.</p> <p>Work cooperatively with others to ensure common goals are achieved.</p> <p>Contribute to creating a motivated environment where goals can be achieved.</p>	<p>Act with integrity at all times.</p> <p>Reinforce the Ministry's values through leading by example in actions and words.</p> <p>Take personal responsibility for own development, setting challenging development goals.</p> <p>Grow, maintain and demonstrate the functional and technical knowledge and skills required to deliver quality outcomes in the job.</p> <p>Actively seek and take advantage of a wide range of learning opportunities, as available.</p> <p>Seek feedback on own performance, accepting constructive criticism without becoming defensive.</p> <p>Acknowledge mistakes, and learn from them, so that they are not repeated.</p> <p>Address areas of personal effectiveness that have been identified through feedback, demonstrating personal awareness of behaviours and attitudes.</p> <p>Maintain a current knowledge of practices, trends and important information relevant to own area of work, both from inside and outside the Ministry.</p>

