



MINISTRY OF FINANCE AND ECONOMIC MANAGEMENT
GOVERNMENT OF THE COOK ISLANDS

PO Box 120 Rarotonga Cook Islands Phone (682) 29510 Fax (682) 29465 www.mfem.gov.ck

POSITION SUMMARY

Job Title:	Customs Officer – Maritime and Cargo
Division:	Revenue Management Division
Responsible To:	Senior Customs Officer
Responsible For:	N/A
Job Purpose:	<p>Customs Officers protect the Cook Island’s borders by controlling, monitoring and administering the movement of people, goods and craft across the border. They have a key role in protecting and enhancing the interests of the Cook Islands by managing security and community risks associated with the flow of people, goods and craft into and out of the Cook Islands and by collecting Customs and excise revenue.</p> <p>Customs Officers complete a range of functions across multiple operational work areas, stakeholders and customers. This includes risk identification and assurance, audit and investigation of people, goods and craft to enable facilitation, interventions or compliance actions as required.</p>
Job Classification:	<p>Function: (Policy, Service delivery, Regulatory and governance)</p> <p>Service Delivery</p> <p><i>Border Security and Community Protection</i></p> <p><i>Revenue Collection</i></p> <p><i>Trade and Travel Facilitation</i></p>
Date updated:	30 June 2020
Band:	E

AGENCY VISION

“To be the leading revenue and border management organisation in the Pacific”

ORGANISATIONAL STAFFING STRUCTURE

Refer to **Appendix 1 – MFEM Output 3 - Revenue Management Division organization chart 4 and; Appendix 2 – Cook Islands Customs Service organization structure chart 4.3.**

KEY RESULT AREAS (KRA'S)/OUTPUTS

KRAs for this position (maximum of 6)	Key Performance Indicators (use SMART principles)
<p>KRA 1: Providing assistance and information to stakeholders and clients.</p> <ul style="list-style-type: none"> ○ Understanding and applying Customs and other Agencies' legislation, policy and procedures and explaining this to clients and stakeholders, and identifying appropriate options and choices for successful outcomes. ○ Participating and/or giving briefings, presentations, workshops and other interactions with members of the public, importers, exporters and licensed manufacturers to enable them understand and meet their obligations and contribute to relevant programmes. ○ Providing assistance to passengers, trade organisations and clients to meet Customs requirements in relation to import, export and excise trade compliance, security, protection and revenue collection. ○ Informing clients of requirements relating to: the import and export of goods, the manufacture of excisable goods and the calculation and payment of Duty and VAT owing, the holding of goods, documentation and reporting requirements for the arrival and departure of craft and travellers, Customs' processes and procedures. ○ Aids with the preparation of Customs' documentation and provides supporting material and other links for clients 	<p>Jobholder is successful when they:</p> <ul style="list-style-type: none"> ● Know and understand Customs legislation ● Understand other Border agencies legislation ● Understand Customs procedures and processes ● Can communicate clearly and appropriately with stakeholders and the public ● Makes appropriate and legal decisions based on knowledge, institutional information and peers ● Can direct clients to the information they require ● Answer client queries promptly and effectively ● Demonstrates an understanding striking a balance between facilitation and compliance outcomes.
<p>KRA 2: Facilitation and processing of clients and information.</p> <ul style="list-style-type: none"> ○ Interacting with people and craft (aircraft, ships and small vessels) in order to examine and clear passengers, baggage, craft or freight crossing the Cook Island's borders. ○ Preparing and processing clearance documentation for the arrival and departure of craft and for import, export and excise transactions. ○ Processing revenue collected through Customs' related activities, e.g. VAT, duty and other levies. ○ Makes legally binding decisions "on the fly" while processing people and craft to ensure safety of persons, security of the border and collection of Revenue 	<ul style="list-style-type: none"> ● Understand border processes and documentation ● Can prepare, and advise on, required border documentation ● Can use Customs systems to process documents and receive payments ● Appropriate and accurate revenue collection undertaken ● Gives appropriate and professional advice, information or directions to clients and stakeholders to ensure legislation is complied with
<p>KRA 3: Risk Management</p> <ul style="list-style-type: none"> ○ Assessing and searching for available information to formulate an accurate risk assessment and recommending risk management activity. ○ Undertaking activity to provide assurance of compliance with legislation, policy and procedure which may include: 	<ul style="list-style-type: none"> ● Understand the principles of risk management ● Can apply those principles in work situations ● Are competent to undertake Customs operational activities

<ul style="list-style-type: none"> ○ Inspections of goods, cargo, mail ○ Audits ○ Verification of plans ○ Issuing of appropriate licences ○ Document verification ○ Searching people, goods and craft ○ Profiling of persons and/or documentation ○ Patrolling and surveillance ○ Ship servicing and rummage of vessels ○ Passport control ○ Interviewing or questioning of persons ○ Addressing non-compliance and taking appropriate action, which may include: <ul style="list-style-type: none"> ○ Entry adjustment ○ Issue of revenue claims or refunds ○ Issuing of penalties ○ Issue of verbal or writing warnings ○ Detention/seizure of goods ○ Detention and/or search of persons ○ Preparation of files for Investigative prosecution activity ○ Providing assistance with the collection of information, production of intelligence products, performing of analysis and undertaking of investigative and enforcement action. 	<ul style="list-style-type: none"> ● Uses good decision making to take appropriate action when non-compliance is detected ● Understands and appropriately utilises clearance documentation ● Can use Customs systems for profiling, risk mitigation and recording of intervention activity or other information. ● Can identify breaches of legislation and understand evidential requirements to support decision-making processes. ● Demonstrates application of delegations appropriate for role. ● Works closely with other Agency representatives to ensure best use of Cook Islands Government resources and legislative imperative is met. ● Demonstrates and understanding of the reputational risk for the Organisation and Government through poor decision making around detected breaches of legislation at the border.
<p>KRA 4 Relationship Management</p> <ul style="list-style-type: none"> ○ Fostering co-operative relationships with clients, external stakeholders and agencies. ○ Working co-operatively with and assisting colleagues in all work areas to achieve their outputs and goals. ○ Expanding knowledge and understanding of the supply chain in order to better assist and work with regular client groups in the transport industry to achieve compliance at minimum cost. 	<ul style="list-style-type: none"> ● Demonstrate instances of working cooperatively with clients and colleagues internally, externally and across Government ● Demonstrate understanding of supply chains. ● Displays appropriate and professional behaviours when dealing with clients, stakeholders and Agencies.
<p>KRA 5 Reporting and Recording</p> <ul style="list-style-type: none"> ○ Utilising Customs and other computer programs to accurately capture and report the information received, analysis or activity undertaken ○ Capturing 100% of Customs system generated tasks and processing according to instructions. ○ Using the Customs systems to process transactions and consignments targeted for compliance action, recording payments and responding to client queries ○ Completing job sheets and other written reports and briefing colleagues and other parties as required 	<ul style="list-style-type: none"> ● Demonstrate competent use of Customs and other computer systems ● Reports, job sheets and notebooks are prepared and kept to a high standard with an understanding that these can be presented in Court. ● Demonstrates knowledge and compliance with privacy laws.

<ul style="list-style-type: none"> ○ Keeping notebooks up to date and using whenever on duty ○ Providing data to internal and external stakeholders as required ○ Preparing files for compliance or enforcement activity and utilising effective file management practices, including maintenance of the chain of evidence, and accounting for exhibits. 	<ul style="list-style-type: none"> ● Actively contributes to compliance or prosecutorial outcomes through the commencement of, contribution to, or completion of investigation files.
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WORK COMPLEXITY

<i>Indicate most challenging problem solving duties typically undertaken (3-4 examples):</i>	
1	Using risk management principles and quality decision making to effectively maintain the balance between facilitation and compliance outcomes
2	Maintaining client, stakeholder or other Agency relationships in high stress or non-compliant situations
3	Utilising data, information and Intelligence to accurately profile for risk and subsequently develop risk mitigation strategies which align with Organisational outcomes.
4	

AUTHORITY

Authority levels expressed in terms of routine expenditure, granting loans, and recruiting and dismissing staff. *(Explain the authority if any)*

Financial	N/A
Staff	N/A
Contractual	N/A

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	External	Nature of Contact
<p>Revenue Management Team</p> <p>Customs House staff</p> <p>Customs airport and inspections teams</p> <p>Ministry of Finance and Economic Management</p>	<p>High Handling sensitive information: - Collecting revenue. - Attend trainings or Workshops. - Operation Briefings. - Provide support and advice on Customs Laws, Policies and Procedures.</p> <p>Medium Mainly dealt with at a routine level: - Providing data to the Statistics Office. - Sharing or receiving information.</p>	<p>Public / private sector - traveling passengers Importers and exporters</p> <p>Cook Islands Law Enforcement Agencies</p> <p>Airport Authority Ports Authority Airlines and freight industries</p> <p>Customs Controlled Areas (CCA) Customs brokers</p> <p>Overseas partners - New Zealand Customs Services</p> <p>Intelligence Online Networks</p>	<p>Regular: Facilitating travel movements: - Processing customs clearances. - Revenue collection activities. - Facilitating the movements of goods. - Provide support and advice relating to customs law, policies and procedures.</p> <p>Routine: Significant regular discussions and contact to resolve day to day difficulties and problems. - Provide regular assistance and information. - Sharing and receiving intelligence. - Operation briefings. - Attend trainings or workshops. - Processing of aircraft and crafts. - Patrolling and surveillance. - Processing of aircraft and crafts. - Compliance checks. - Inspections. - Collect customs duties and import VAT.</p>

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"> • National Certificate Level 5 or Diploma in border management, law enforcement or Customs administration. 	<ul style="list-style-type: none"> • A Customs specialist qualification or present study towards the same. A tertiary qualification in border management, law enforcement, Customs administration or equivalent capability or life skills.

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: (person specification)	Desirable: (target number of years you are looking for)
<ul style="list-style-type: none"> ○ A good knowledge of working in a government or relevant commercial environment and a working knowledge of the relevant legislation, policies, procedures and basic security requirements for commercial/business operation and container management and other related security threats. ○ 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. ○ Has an enquiring mind and an attitude aimed at confirming information given before accepting as fact. ○ Results Orientation – initiates actions and commits oneself to a position, ensuring that objectives are achieved efficiently and effectively within agreed timeframe(s) and resources. ○ Proven attention to detail the ability to identify problems and risks and introduce mitigating measures and solutions to resolve issues as they arise at an operational and team level. ○ Sound computer skills including word processing and the ability to make effective use of computer systems. ○ An unrestricted motor vehicle driver's licence. 	<p>3-5 year's work experience in a government or commercial environment. (desirable but not essential depending on entry role)</p>

KEY SKILLS /ATTRIBUTES/JOB SPECIFIC COMPETENCIES

Level of ability required for the job	
Expert	<ul style="list-style-type: none"> • Strong communication and interpersonal skills (written and verbal). • Strong analytical, drafting and report writing skills. • Strong negotiating skills. • Ability to provide clear and objective advice and recommendations. • Capacity to analyse and apply policies to projects and assignments.
Advanced	<ul style="list-style-type: none"> • Thorough understanding of skill/knowledge relevant to their role and is able to pass on skills in this area /recognised by colleagues as having proven skill/knowledge in this area. • Strong communication and interpersonal skills. • Strong coaching and mentoring skills.
Working	<ul style="list-style-type: none"> • Sound knowledge of Customs Law and its application. • Sound knowledge of CICS policies and procedures and is able to persuade others to follow it. • Sound knowledge of Customs and other computer applications • Does not require supervision for routine tasks.
Awareness	<ul style="list-style-type: none"> • Awareness of MFEM and wider government operations

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. Note that specific roles also have technical specifications which outline further person requirements.

Approved:

HoM/Manager

Date

Employee

Date