



**GOVERNMENT OF NIUE
NIUE PUBLIC SERVICE COMMISSION**

Job Title: Customs Officer	
Job Type: Full Time, Permanent (6 months probationary period applies at initial stage)	Position Salary:
Division: Customs Department	
Location: Fale Fono I Building, Utuko, Alofi North	
Reports to: Collector of Customs	
Niue Public Service Commission: 	Appointee Signature:
Date:	Date:

VISION

“TO BE THE MOST EFFICIENT, EFFECTIVE AND TRUSTED BORDER MANAGEMENT AGENCY”

MISSION

As Niue Customs Services, we are committed to being responsive to the needs of the Niue Government, the Private Sector and the Community in providing effective border control management and services. This includes the collection of revenues on behalf of the Government in a fair and unbiased manner, facilitating legitimate trade whilst providing rigorous border security thus contributing to the prosperity of Niue and its people.

1. SUMMARY OF THIS POSITION

Ensure that the Customs Act 1966, Tariff Act 1982, Departure Tax Act 1996 and the related Regulations are enforced correctly and effectively while maintaining an effective working relationship with all public sectors, businesses and government.

Carry out and facilitate the Department’s administrative and automation processes in Revenue Collection, Trade Facilitation and Enforcement on imported goods and movement of crafts and people at the border using the

Support and assist with the day-to-day Department’s administrative responsibilities and duties. The Customs Officer will be accountable to the Collector of Customs in administering the highlighted duties.

- **DESIRED OUTPUT / MAJOR CHALLENGES**

Successfully secured and filled position with the Customs Department.

Customs Department roles and functions are sustained and efficiently implemented.

DETAILED DESCRIPTION OF DUTIES

Principal Activities – Job Expectations	• Methods – How?	• Outcome – Why?
Customs administration – manual and automation processes and procedures	<ul style="list-style-type: none"> • Attend to Customs counter enquiries • ASYCUDA cashier – facilitation of system Receipting processes and system Release Order processes with NCT, Duties, Surtaxes and other statutory charges the Department collects. • Assist with the other ASYCUDA system processes when required. • Manage, facilitate and file the Customs documents. • Responsible for managing data entry of other Customs information for statistical purposes. 	<ul style="list-style-type: none"> • Customer satisfaction • Effective and timely facilitation of clearance of goods • Ensure correct due Revenue collected • Maintain public confidence. • Storage and collection of Customs data • Security of confidential information
Attend fieldwork at the Airport, Port, Post Office and other authorised premises as required	<ul style="list-style-type: none"> • Enforce Customs clearance and compliance process for aircraft, sea craft and their crews, passengers and luggage. • Enforce Customs clearance and compliance processes for incoming and outgoing sea freight and airfreight goods and Post Office mail. 	<ul style="list-style-type: none"> • Effective and timely facilitation of clearance of goods • Ensure Revenue collection. • Customs laws are adhered to. • Ensure policing of control and prohibit goods.
Other duties	Undertake other duties within the department as instructed by the Financial Secretary and the Collector of Customs.	

SCOPE

	\$ Direct	\$ Indirect
Subordinates		
Budget Allocation (Projects)		-

KEY RELATIONSHIPS

Internal	External
Customs Department Staff	Government officials
Ministry of Finance Staff	Customers, including overseas travellers
Other Border Agency staff	Private Sector Community (Businesses)

NECESSARY SKILLS REQUIRED

- Secondary education or training in border security or related field/equivalent;
- At least 1 years relevant work experience in Customs, law enforcement or similar environment
- Knowledge and understanding of the Customs legislation and regulations
- Awareness and understanding of international practices.
- Understands issues and pressures to which the organisation has to respond to;
- Possesses good computer literacy skills and uses a range of software applications in Microsoft Word, Excel and Access;
- Understand the organisation's current role.
- Understands legislation and applies it to the job at hand.
- Excellent written and oral communication in both Vagahau Niue and English.
- To effectively negotiate with clients/stakeholders to achieve desired outcomes
- To be part of a cohesive team with a clear understanding of goals and accountability issues within the unit
- Understands and is knowledgeable about Niuean cultural values in assisting with achieving objectives and
- Ability and confidence to act and exercise leadership without the immediate supervisor or colleagues.
- High code of working ethics and standards.

DESIRED SKILLS REQUIRED

- Communicates and relates well with and sees issues from the perspective of people from diverse cultures and backgrounds.
- Enthusiastic and committed to delivering high-quality outcomes for clients.
- Maintains a consistent and sensible pattern of behaviour working under pressure.
- Builds trust and honesty through consistent actions, values and communication.
- Cooperates and works well with others in the pursuit of team goals
- Makes rational and sound decisions based on a consideration of the facts and alternatives.

WORKPLACE ENVIRONMENT

The Customs Department is accommodated at the former Fale Fono I, Alofi centre.

The Department has confidential documents that should be filed and kept in a proper manner to avoid any unwarranted disclosure of information. This includes authorising excess and the function of the Customs automation system (ASYCUDA).

The Customs Officer must attend relevant approved meetings from time to time and will be asked to attend to other approved requests and needs of other government departments and the general public.

Since the Fale Fono I accommodation is shared with other departments outside the Ministry, the office layout can sometimes be distracting, and the Customs Officer will need excellent organisational, time and management skills to complete tasks and meet deadlines.

Customs Officers are expected to work odd or long hours to complete regular duties after hours or requests and/or projects that may be required. The Customs Officer may have to complete several tasks and responsibilities at one time and must be prepared to deal with emergencies and stressful situations at any time.

The Customs Officer will also have to spend long hours sitting and using office equipment computers and attending meetings.

CAPACITY BUILDING

The Customs Officer is expected to “learn on the job” with the assistance of supervising officers. The officer is also expected to join the online Customs Regional Training Program offered by the Oceania Customs Organisation and partner Tertiary Institutions. This includes attending Custom's various related training workshops overseas funded by the OCO and regional development partners.