

## JOB DESCRIPTION

<b>Incumbent Name:</b>		<b>Emp No:</b>	
<b>Job Title:</b>	<b>Assistant Compliance Officer</b>	<b>Position Type:</b>	3-year contract
<b>Department:</b>	Competition & Compliance	<b>Salary scale:</b>	
<b>Location:</b>	Suva	<b>Region</b>	Central Eastern
<b>Directly Reporting To:</b>	Compliance officer, Senior Compliance Officer and Manager Competition and Compliance	<b># of Reports:</b>	N/A

### Organization Summary

The Fijian Competition and Consumer Commission (FCCC) is an independent statutory body established under Section 7 of the Fijian Competition and Consumer Commission Act 2010 (FCCC Act 2010) that promotes effective competition and informed markets, encourages fair trading, and protects consumers and businesses from restrictive practices, controls prices of regulated industries and other markets where competition is lessened or limited.

### Purpose of the Role

The Compliance Officer will be accountable to the Manager and will assist the Competition and Compliance department to achieve its stated objectives in FCCC's Strategic Plan 2018 – 2022 by providing its expertise skills. Compliance Officer must have ability to communicate effectively, verbally and in writing, to clearly express logically reasoned ideas, and be able to think clearly and assess matters quickly to solve problems with the minimum concern and time.

The Compliance Officer must report directly to the Manager through Senior Compliance Officer. He/she must also inform the Manager about important issues and material violations of FCCC policies, regulations and Law.

### Nature & Scope

The Assistant Compliance Officer will be responsible for receiving and investigating complaints of consumers, businesses and relevant stakeholders. The successful incumbent will provide advice and expertise to Compliance Officers and Senior Compliance Officer, on range of compliance issues, process, procedures and approaches. Such task should be facilitated by the officer as per the required set of Skills (Communications/ Planning/ Self-Management/ Technology/Practical/ Administrative/ Technical/ Investigation) for the job.

### Role Dimensions

No. of Direct Reports	1 for HQ.
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No. of Divisions	HQ
<b>Key Result Areas (KRA's)</b>	
<p>Attending to consumers, businesses and stakeholders to clarify their issues.  Assess and received complaints which has merits or may have possible breach of Act.  Investigate the complaints and resolving in a timely manner.  Compile investigation reports with recommendations for further deliberations.  Quarterly Competition and Compliance reports.  Recommending correct and sound advice to FCCC.</p>	
<b>Key Accountabilities</b>	
<p>These are some of the duties and functions that Assistant Compliance Officer is expected to handle but not limited to the following:</p> <ul style="list-style-type: none"> <li>▪ Perform various general administrative duties (such as attending to complaints, assessing and receiving of complaints, file creation, case registration, carrying out investigation and updating the complainant party on the progress) and providing assistance from time to time to Compliance Officer, Senior Compliance Officer and Manager.</li> <li>▪ Perform case assessments to understand the significance, scope and elements of the cases.</li> <li>▪ Keep up to date with, and understand, Act, policies, and regulations of FCCC.</li> <li>▪ Monitor compliance with Act, regulations, guidelines and internal policies of FCCC.</li> <li>▪ Carry out investigation of fraudulent or deceptive practices in relation to matters that affect or are likely to affect the interest of consumers and to ensure actions are taken in respect of such practices as seemed appropriate under the Act.</li> <li>▪ Assess competition and consumer matters against provisions of the Act and initiate investigation thereafter for irregularities and non-compliance issues.</li> <li>▪ Undertake comprehensive research pertaining to competition and compliance matters from time to time as requested.</li> <li>▪ Ensuring that the investigation findings pertaining to cases are recorded and followed up until matter is remedied and issues are rectified.</li> <li>▪ Ensure that the investigations are conducted as per the process and procedure outlined in the Standard Operating Procedure (SOP) of FCCC.</li> <li>▪ Assist in reviewing marketing materials, print media, presentations and websites to ensure compliance with regulatory requirements of FCCC.</li> <li>▪ Identify new laws and regulations or regulatory developments both locally and globally that might have an impact on the competition and consumer protection area.</li> <li>▪ Monitor non-compliance and escalate any issues where non-compliance is not addressed.</li> <li>▪ Assist in the gathering of internal information in response to regulatory requests and sector study purposes.</li> <li>▪ Carry out other duties as assigned or delegated by Manager or Senior Compliance Officer or Compliance Officer.</li> </ul>	
<b>Key Performance Indicators (KPI's)</b>	
<ol style="list-style-type: none"> <li>1. Keys skills to carry out the day to day task of the FCCC.</li> <li>2. Quality(Accuracy) of work. Quantity (No of cases resolved). Completeness (work to be fully complete, attentive to details, consistent, thorough).</li> <li>3. Judgment (Tactful, displays sensitivity common sense, maintains confidentially, makes sound decisions, sizes up situations, takes appropriate actions).</li> <li>4. Creativity (Innovative, generates ideas/solutions, develops new options, suggest improvements, willing to try new ideas/concepts).</li> <li>5. Problem Solving (Troubleshoots, quick insight &amp; able to learn, handles complex cases, analytical, gets to the point quickly).</li> </ol>	

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<p>6. Customer Services (Attentiveness; Knowledges of FCCC Act, SOP, process &amp; procedure; ability to communicate clearly; ability to manage the traders &amp; consumers).</p> <p>7. Initiative (ability to initiate things independently, self-starter, shows enthusiasm).</p>
<p><b>Qualification</b></p>
<p>Degree in Law or Economics or Accounting or Banking or Finance or Electrical/Electronic Engineering or Information System or Agriculture or Real Estate.</p>
<p><b>Knowledge and Experience</b></p>
<p>1. Comprehensive work experience of 2 years and above in the field of compliance.</p> <p>2. Knowledge on how to carry out in-depth investigations.</p> <p>3. Exceptional report writing skills.</p> <p>4. Knowledge of Fijian Competition and Consumer Commission Act 2010 will be an advantage.</p> <p>5. Have valid full group two driving license.</p>
<p><b>Skills and Abilities</b></p>
<p>1. Ability to complete work with limited instructions;</p> <p>2. Good communication and analytical skills;</p> <p>3. Self-starter with initiative worker;</p> <p>4. Outstanding verbal and written communication skills;</p> <p>5. Impeccable attention to detail;</p> <p>6. Ability to communicate effectively both inside and outside the organization;</p> <p>7. Ability to write complex reports; and</p> <p>8. Collaborative, team player with strong analytical, organizational and interpersonal skills.</p>
<p><b>Risk and Compliance</b></p>
<p>All communication with stakeholders should be accurate and in line with the FCCC Act 2010.</p>
<p><b>Key Challengers / Success Factors</b></p>
<p>Ability to track for information from sources relating to a particular activity.</p> <p>Ability to stand his/her ground when seeking information.</p> <p>Ability to carry out investigations in a timely manner.</p> <p>Ability to assess the cases and identify elements of case and provision of Act.</p> <p>Good communication and analytical skills.</p> <p>Ability to write clear, concise, robust and balanced research reports.</p> <p>Ability to diplomatically handle sensitive situations with stakeholders and cultivate productive relationships.</p>
<p><b>Internal / External Relationships</b></p>
<p><i>Internal:</i></p> <ul style="list-style-type: none"> <li>▪ Manager Competition and Compliance.</li> <li>▪ Senior Market Analyst and Market Analyst.</li> <li>▪ CEO, All Managers including Regional Managers and Coordinator Operations.</li> <li>▪ All staffs</li> </ul> <p><i>External:</i></p> <p>Ministry (ies) and other relevant stakeholders as required.</p>
<p><b>Authority Level - None</b></p>
<p><b>Financial Authority Level</b></p>

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The incumbent will be responsible for ensuring that activities undertaken by him/her are well within the budgetary allocation for such items and FCCC's financial regulation.

**Provision**

The Job Description and KRA's in this contract with a view that upon review at any time within the contractual period engaged with FCCC, it can be altered, changed or extended with added responsibilities. Any such proposed changes will be in consultation with the concerned staff, CEO and the Human Resources Unit.

**APPROVAL and ENDORSEMENT**

	<b>Date:</b>	<b>Signature:</b>
	<b>Date:</b>	<b>Signature:</b>

*Note: This job description may be reviewed annually and updated as often as necessary.*