

JOB DESCRIPTION

Incumbent Name:	<i>TBC</i>	Emp No:	<i>TBC</i>
Job Title:	Assistant Monitoring Officer – PCM	Position Type:	Fulltime
Department:	Price Control & Monitoring	Salary scale:	Band 4
Location:	FCCC Lautoka Office	Region	Western
Directly Reporting To:	1. Monitoring Officer 2. Regional Manger West 3. Manger Price Control & Monitoring	# of Reports:	

Organisation Summary

The Fijian Competition & Consumer Commission (FCCC) is an independent statutory body established under Section 7 of the FCCC Act 2010 that promotes effective competition and informed markets, encourages fair trading, 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 incumbent will be required to carry out day to day monitoring, inspection, market surveillance, investigation and complains handling activities with the FCCC Price Control & Monitoring team. The incumbent will be also required to assist in other relevant duties in the regional division as and when assigned.

Nature & Scope

The Assistant Monitoring Officer works closely with the Monitoring Officer and Regional Managers for the conduct of all price control and monitoring activities that are part of the Strategic Goals of FCCC. Development of relevant capacities required for this role is both an individual and organizational obligation to ensure the officer attains the level of competency expected for the position.

Key Result Areas (KRA's)

- Trader Inspections and Awareness.
- Community and School Awareness. Tikina Meeting.
- Market Surveillance, market survey,
- Complete adherence to FCCC Act 2010.
- Maintain work ethics and ensure this are adhered to at all times during out on the field.

Key Accountabilities

- Assist the Monitoring Officer and Regional Manager West to coordinate & conduct price inspection by visiting various trader premises to ensure they comply with the requirements of FCCC Act 2010.

- Update the inspection work and protocols used for inspecting the Traders.
- Informed about latest developments within particular sectors e.g. retail, wholesale and master price lists.
- Assist the team to carry out price inspections for all the trader shops, including urban, rural and outer islands areas as well.
- Assist in Educating and assisting traders on FCCC Act 2010 to compliance requirements and matters relating to pricing for control items and requirements for price control and non price control items.
- Assist in Investigating consumer complaints to determine if there has been a breach of FCCC Act 2010;
- Ensure accuracy in providing and collecting prosecution evidences. Assist in conducting caution interviews for traders warned for prosecution.
- Assist in preparing legal files for non-compliance traders.
- Assist in court cases if a decision is made to prosecute and also appear as a witness for FCC in court.
- Assist in conducting and lead market surveys for any assigned tasks and provide a report.
- Updating relevant templates for records of breaches, inspections spot fined traders and any other assigned tasks.
- Assist in ensuring quality and accuracy in presentation during awareness to stakeholders and consumers.
- Participate in Provincial Council Meetings, Tikina Council Meetings and Advisory council meetings.
- Prepare and submit reports and periodic reports as required and assist in ensuring that the relevant departmental targets are completed on time in accordance with established procedure.
- Ensure all Occupational Health & Safety procedures are followed according to the Health and Safety At Work Act 1996 while carrying out hazardous work outside or within the Office Premises.
- Ensure all the hazards concerning the area of work are highlighted prior to the Department Manager.
- Ensure Innovation and continuous improvement and business excellence strategies are implemented on a random basis to achieve the desired outcome of FCCC.
- Carry out any other duties as and when required and in line with the FCCC Act 2010.

Key Performance Indicators (KPI's)

- Trader Inspections for Rural and Maritime areas;
- Trader Awareness; Community Awareness;
- Market surveillance, investigations report on daily basis to be updated.
- Maintaining work ethics are adhered to at all times during out on the field.
- Compile inspection reports and Market surveillance..
- Maintaining work ethics and safety practices at all times during out on the field.

(To be Added upon commencement of the position)

Qualification

The applicant with a Degree in any business discipline with 1 - 2 years or above relevant experience in the areas of price monitoring, handling of consumer complaints will be considered. Applicant must possess a good report writing skills together with relevant organisational skills will be considered for the role.

Knowledge and Experience

- Uphold & adhere to FCCC principles and values.
- Good listening, interpersonal, written and oral communication skills
- An energetic, creative, and collaborative approach to working and problem solving.
- Must be able to work in a team environment as well as independently.
- Able to prioritize, anticipate, and deliver multiple, sometimes competing objectives under tight deadlines.
- Ability to handle complex issues/ fraudulent and investigation;
- Ability to work on own initiative or as part of a team.

Skills and Abilities

- Ability to complete work with limited instructions and as per the requirement.
- Must be honest, ethical and law abiding.
- Be able to exercise critical thinking skills.
- Must be able to write clearly and concisely.
- Independently Conducting inspections.
- Good communication, problem solving and analytical skills.
- Ability to write clear, concise, robust and balanced research reports.
- Be able to work to deadlines, be highly organized and have the ability to work under pressure.
- Ability to track for information from sources relating to a particular activity.
- Ability to stand his/her ground when seeking information.
- Willing to travel to other locations.

Risk and Compliance

- Timely submission of reports/information papers
- Comply with FCCC's work policy (Human resource policy, Standard Operating Procedures).
- Health and Safety At Work Act 1996/FCCC Act 2010

Key Challengers / Success Factors

To carry out successfully inspection through the enforcement the Electricity Act 2017. Develop and Implement effective Inspection and monitoring methods, procedures or mechanisms against the industry best practices to achieve outcomes that are conducive to businesses as well as consumers.

Internal / External Relationships

Internal

- Regional Manager West, Price Control & Monitoring.
- CEO, GMO All Managers including Regional Managers.
- All staffs

External

- Regulated Industries
- Relevant stakeholders & Other relevant Government Ministries and local Institutes

Authority Level**Financial Authority Level**

Not applicable

Human Resources

Through the Human Resources Self Service Portal (myHRhub), you are required to manage your personal details together with Leave Management, while ensuring the Organisational Human Resources Policies are followed at all times.

Proviso

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, Department Manager and Human Resources.

APPROVAL and ENDORSEMENT

Name of Incumbent	Date:	Signature:
Name of Department Manager	Date:	Signature:
Manager Human Resources Name	Date:	Signature:

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