

## JOB DESCRIPTION

<b>Incumbent Name:</b>	<i>TBC</i>	<b>Emp No:</b>	<i>TBC</i>
<b>Job Title:</b>	Monitoring Officer – Regulations	<b>Position Type:</b>	Fulltime
<b>Department:</b>	Economic Regulation	<b>Salary scale:</b>	Band 5
<b>Location:</b>	Suva	<b>Region</b>	Central Eastern
<b>Directly Reporting To:</b>	Manager Economic Regulations	<b># of Reports:</b>	-

### 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 accountable to carry out monitoring activities for the regulated markets in Fiji. The applicant will be responsible to enforce the provision of the FCCC Act 2010, by carrying out routine regulated industry inspections and surveillance activities while creating awareness.

### Nature & Scope

The Incumbent will be also required to conduct regulated industry surveys to collect data, investigate complaints, benchmarking activities and handle day to day tasks as assigned and suggest strategies to improve overall compliance in the Fijian regulated market. The applicant will be working closely with the Manager Economic Regulations, to conduct monitoring activities that are part of the Strategic Goals of FCCC. The incumbent will also have to keep up to date with and understand, FCCC Act 2010, policies, and regulations of FCCC and monitor compliance in the Fiji Market. 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.

### Role Dimensions

No. of Direct Reports:	Nil
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### Key Result Areas (KRA's)

- Regulated industries Inspections and investigations.
- Regulated industries Awareness.
- Community and School Awareness, Tikina Meeting.
- Regulated industries Counselling.

- Market Surveillance, market survey, investigations report on daily basis to be updated.
- 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**

- Develop and Implement effective monitoring methods, procedures or mechanisms against the industry best practices for the regulated industries.
- Ensure that regulated industries are monitored effectively and on a timely manner to achieve the overall objective and core benefit of FCCC.
- Assist the Economic Regulations (ER) team to coordinate & conduct monitoring and inspection by visiting various regulated industries premises to ensure they comply with the requirements of FCCC Act 2010.
- Update the inspection and monitoring work and protocols used for inspecting the industries.
- Informed about latest developments within particular sectors.
- Conduct regulated industries monitoring and inspections activities all across, including urban, rural and outer islands areas as well.
- Educating and assisting industries on FCCC Act 2010 to compliance requirements.
- Investigating consumer complaints to determine if there has been a breach of FCCC Act 2010.
- Ensure accuracy in providing and collecting prosecution evidences.
- Conduct cautioned interviews for industries warned for prosecution or for investigation purpose.
- Update legal files for non-compliance traders and Attend Court proceedings or court cases.
- Assist in conducting and lead market surveys for any assigned tasks and provide a report;
- Updating relevant templates for records of breaches,
- Assist in ensuring quality and accuracy in presentation during awareness to stakeholders and consumers.
- Assist in research working terms of needs for FCCC;
- Maintain monitoring records to ensure accuracy of information.
- 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)

- Compile inspection reports.
- Accurate, effective implementation and monitoring of regulated industries.
- Accurate and timely reporting.
- Community and Regulated industries Awareness.
- Market surveillance, investigations report on daily basis to be updated.
- Complete adherence to FCCC Act 2010.
- Maintaining work ethics are adhered to at all times during out on the field.
- Ensure good safety practices are followed.

***(To be Added upon commencement of the position)***

### Qualification

This unique career opportunity requires applicants to at least possess a Degree in any business discipline with 2 - 3 years or above relevant experience in the areas of price monitoring and handling of consumer complaints Applicant with exceptional report writing skills are also considered

### Knowledge and Experience

- Excellent listening, interpersonal, written and oral communication skills.
- Uphold & adhere to FCCC principles and values.
- 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

- Manager Economic Regulation.
- 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

<b>Name of Incumbent</b>	<b>Date:</b>	<b>Signature:</b>
<b>Name of Department Manager</b>	<b>Date:</b>	<b>Signature:</b>
<b>Manager Human Resources Name</b>	<b>Date:</b>	<b>Signature:</b>

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