



# Fiji Immigration Department

Office of the Prime Minister, Sugar Industry & Immigration

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## JOB DESCRIPTION:

## IMMIGRATION OFFICER

### CORPORATE INFORMATION

1. **Position Level:** IM03
2. **Salary Range:** Band F
3. **Duty Station:** Passport [HQ], North, Lautoka
4. **Reporting Responsibilities:**
  - a) **Reports To:** Senior Immigration Officer
  - b) **Liases With:** DOI, Police Officers, Office of the Prime Minister PS's & PA. Interpol Officers, Fiji's Foreign Missions, Foreign High Commissions in Fiji, Members of the Public,
  - c.) **Subordinates:**

### POSITION PURPOSE

Responsible for the effective and timely processing of all immigration related applications, conducts compliance investigations and inspections, process PI uplifts and updating of controversial list.

### KEY RESPONSIBILITIES

Receipts and processes immigration applications and attends to referral duties.  
Supervise daily operations to ensure ease of work flow;  
Approve applications and serve Gold Card Members at the Counter;  
Develop Individual Work Plan in line with Business Plan  
Review process and develop Standard Operating Procedure for the Section  
Process appeal applications;  
Liaise with border agencies and stakeholders on operational matters;

### KEY PERFORMANCE INDICATORS

Performance will be measured through the following indicators;

Turnaround time to be met for all approvals;  
Ensure smooth operations with minimal disruptions/zero complaints;  
Sectional plan to be completed by 15<sup>th</sup> January;  
Ensure adherence to 42 days turnaround time for appeal;  
Timely reports to be submitted to Team Leader on stakeholder meetings/discussions;  
Training and awareness to be conducted for improvement;  
Timely submission of 12 monthly rosters per year;  
Quarterly review of Standard Operating Procedure for the section.

## **PERSON SPECIFICATION**

In addition to an Undergraduate Degree in Management, Public Administration, Business Administration or equivalent relevant experience the following Knowledge, Experience, Skills and Abilities are required to successfully undertake this role:

### **Knowledge and Experience**

Successful experience working in a client service field, delivering timely service within legislation or policy requirements;

Knowledge of the Immigration Act 2003 or experience that would lead to the rapid understanding of new legislation.

### **Skills and Abilities**

Demonstrated ability to effectively contribute to the outcomes of a high performing team

Demonstrated ability to make sound decision in a diverse and robust environment and ability to motivate, coach and measure work of others.

Ability to utilise computers to achieve organisational goals.

### **Personal Character and Eligibility**

Applicants for employment within the Fiji Civil Service must be Fijian Citizens, under the age of 55, in sound health with a clear police record. The successful applicant will be required to provide a medical certificate and police clearance prior as a condition of employment.

The Department of Immigration is an Equal Employment Opportunity Employer. Applications are encouraged from all eligible, qualified applicants. Only the specific knowledge, skills and experience abilities for the job will be considered in assessing the relative suitability of applicants.