



PAPUA NEW GUINEA CUSTOMS SERVICE

JOB DESCRIPTION

1) IDENTIFICATION

AGENCY: PNG CUSTOMS SERVICE	SYS. POS. NO:	REF. NO:	
		CUEN 027	
	DESIGNATION/CLASSIFICATION: INVESTIGATIONS OFFICER FRAUD – ISLANDS/ CUS 08		
WING:	LOCAL DESIGNATION: INVESTIGATIONS OFFICER FRAUD – ISLANDS		
BORDER SECURITY & REGIONAL OPERATIONS			
DIVISION:	REPORTING TO:	SYS. POS. NO:	REF NO:
ENFORCEMENT	SENIOR INVESTIGATOR FRAUD – ISLANDS		CUEN 020
SECTION: INVESTIGATIONS	LOCATION: KOKOPO, EAST NEW BRITAIN PROVINCE		

HISTORY OF POSITION

FILE REF.	DATE OF VARIATION	DETAILS

2) PURPOSE

The PNG Customs Service is responsible for protecting PNG against risks and threats to the border; facilitating the legitimate movement of people and goods; and collecting revenue for the State.

The Enforcement Division, comprising the National Border Command, Intellectual Property Rights (IPR) and Investigations sections, is responsible for all border and enforcement operations targeted at transnational crime; enforcement of IPR laws and investigations of breaches to Customs laws. This enforcement capability enables PNG Customs to protect PNG against duty evasion, illicit trade, drug and firearm smuggling, and terrorism.

The position of Investigations Officer Fraud – Islands is responsible for the investigation of breaches to Customs laws relating to commercial fraud. The officer will collect evidence, conduct enquiries and prepare case/prosecution briefs specific to the region. The position exists in the Investigations Section within the Enforcement Division.

3) DIMENSIONS

The position has the following dimensions:

Financial: Has no financial dimensions.
Staff: Has no subordinates.
Others: Is responsible for any official asset(s) both operational and administrative in nature, allocated to the Investigations Unit – Islands Region.



4) PRINCIPLE ACCOUNTABILITIES

- Execution of investigations activities
- Development and maintenance of relationships with key stakeholders within and outside of the agency.
- Provision of support to operations
- Provide support to other work plan programs
- Support information collections
- Comply with administrative requirements

5) MAJOR DUTIES

1. Investigations activities

- Register cases
- Collect evidence and statements
- Register and secure exhibits
- Conduct Record of Interviews
- Prepare case briefs
- Prepare and submit prosecution briefs
- Preparation and execution of search and arrest warrants
- Execute surveillance operations
- Compile and submit weekly case progress reports

2. Liaison

- Develop and maintain contacts with internal and external stakeholders

3. Provision of support to operations.

- Provide technical and manpower support to Border and Enforcement operations
- Provide investigations support to external stakeholders

3. Support to other work plan programs

- Assist in delivery of Investigations and Enforcement awareness programs

4. Support information collections

- Collect, compile and submit information reports to the Intelligence & Targeting Division

5. Comply with administrative requirements

- Prepare and submit fortnightly attendance records to Manager Investigations - Southern.
- Attend all weekly/monthly unit briefings and meetings

6) NATURE AND SCOPE

The position of the Investigations Officer Fraud - Islands is primarily responsible for the execution of Commercial fraud investigations specific to the region. The position reports directly to the Senior Investigator Fraud – Islands and has no subordinates. The primary



role of this position is to collect evidence, conduct enquiries and prepare case and prosecution briefs. The position will occasionally require deployment away from the office setting and also requires the incumbent to be on call 24/7.

6.1) WORKING RELATIONSHIP

(a) Internal

Develop and maintain liaison with;

- Legal Services
- Islands Region Operations Units
- Intelligence & Targeting Division
- Enforcement Division; and,
- Other Divisions where relevant.

(b) External

Develop and maintain liaison with other law enforcement and border agencies;

- Royal Papua New Guinea Constabulary
 - i. Criminal Investigations Division
 - ii. Police Prosecutions
 - iii. National Drug & Vice Squad
 - iv. National Fraud & Anti-Corruption Directorate
 - v. Transnational Crime Unit
- National Judiciary Services (Courts)
- Magisterial Services
- Department of Justice and Attorney General
- Other relevant government agencies

6.2) WORK ENVIRONMENT

This position is a field oriented technical job that requires the incumbent to be a team player and possess strong interpersonal and analytical skills with basic understanding in the field of investigations.

7) CONSTRAINTS FRAMEWORK AND BOUNDARIES

This role will require the officer to maintain due diligence of all work carried out. The incumbent will have access to government data and personal information that must remain confidential and secure at all times. The incumbent will be required to adhere to all governance policies and standard operating procedures.

This position is bound by the following Rules/Procedures	• Code of Conduct and Ethics • Customs Administrative Orders • Customs Act & Regulations • Other Legislation enforced at the border • Public Finances Management Act • PNG Customs Service Act
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	• Relevant Standard Operating Procedures and Policies
This position is responsible for making the following Decisions for the team.	• NIL
This position can make the following Recommendations for the team.	• Goods and services acquisition • Training programs • Awareness programs

8) CHALLENGES

The role requires a high level of commitment, whereby the officer may be required to put in additional hours at work. Due to the nature of the work, the officer is required to maintain a certain degree of physical fitness.

9) QUALIFICATIONS, EXPERIENCE AND SKILLS

- **Qualifications**
 - Diploma or Bachelor's Degree in either Law, Economics, Business or Humanities & Social Science, or a
 - Diploma in Prosecutions
- **Knowledge**
 - Basic knowledge of Customs and other related laws
 - Basic knowledge of Customs procedures and policies
 - Basic knowledge in the field of investigations
 - Basic knowledge in international relations and trade
 - Proficient in the use of all Microsoft applications
 - The ability to read and speak Chinese Cantonese/ Mandarin or Indonesian/ Malaysian Bahasa is highly desirable.
 - Holder of a valid class three (3) drivers licence
- **Skills**
 - Strong analytical and organisational skills
 - Ability to work independently and manage multiple tasks simultaneously.
 - Excellent research skills
 - Excellent report writing skills
 - Excellent oral and written communication skills
 - Excellent interpersonal skills
- **Work Experience**

Preferably three (3) years experience in;

 - an investigations role in a law enforcement or State security agency; or
 - research work; or
 - intelligence or auditing.



FORM 1.5