

Selection criteria for Customs Officer (level 1)/Customs Trainee

Applicants will only be considered for the next step if they meet the selection criteria so think about these criteria when answering the supplementary questions.

The following criteria are examples and are to act as a guide for applicants.

Managerial and planning

Ability to effectively organise, plan and deliver services to:

- prioritise work load, and meet deadlines
- contribute to work area planning
- maintain self control and stay focused

Continuous improvement and change management

Orientation towards continuous improvement, managing change and being flexible to:

- support change
- suggest improvements to processes and practices
- learn from experience and readily acquire new skills
- develop personal skills and abilities.

Communication and client focus

Demonstrated understanding of client needs and sound communication and interpersonal skills to:

- deliver high quality client service
- resolve issues of conflict
- communicate in a clear and concise manner.

Leadership/teams and integrity

Demonstrated high standards of integrity and leadership skills to:

- positively participate in teams
- show initiative and take responsibility for actions
- resolve and/or refer issues of ethics and probity
- apply policy and guidelines without personal bias.

Decision making and strategic thinking

Ability to access and use information and emergent technology strategically to:

- access and analyse information to solve problems
- make decisions and exercise good judgment
- demonstrate problem solving skills.

Technical

Relevant technical knowledge (or ability to acquire knowledge) to:

- achieve work area outcomes
- apply relevant legislation, policy and guidelines
- apply a broad knowledge of Custom functions, responsibilities and organisational linkages.