

2019-10-019




Republic of the Philippines  
Department of Finance  
**BUREAU OF CUSTOMS**  
1099 Manila

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**MEMORANDUM**

FOR : **ALL DEPUTY COMMISSIONERS  
AND DISTRICT COLLECTORS**

FROM :   
**DONATO B. SAN JUAN**  
Deputy Commissioner, IAG

SUBJECT : **Establishment of Competency Framework in BOC**

DATE : October 14, 2019

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1. Pursuant to Civil Service Commission (CSC) Memorandum Circular No. 03, s. 2012 (Guidelines in Implementing the Program to Institutionalize Meritocracy and Excellence in Human Resource Management or PRIME-HRM), the BOC aims to integrate competencies in its Human Resource Management Systems such as the Recruitment, Selection and Placement, Learning and Development, Performance Management, and Rewards and Recognition systems.
2. Thus, the BOC Competency Framework Technical Working Group was created to develop the foundation of the Competency Development which is the BOC Competency Framework.
3. In order to establish the Competency Framework of BOC, each Group and Collection District is directed to give their inputs on the following attachments to ensure that the expected competencies from each of the position/function in their respective office is considered:
  - a. Competency Catalogue is the list of all competencies relevant to the organization (*Annex "A"*);
  - b. Sample of Competency Table which contains an operational definition for each competency, identifies the behavioral indicators associated with the competency, and classifies the behavioral indicators into different levels, showing a progression of proficiency (*Annex "B"*);
  - c. Sample of Competency-Based Position Description is a set of a job description for each position title identifying the (1) tasks and sub-tasks associated with each position title, (2) the competencies required for the position title, (3) the competency levels for these required competencies, and (4) the behavioral indicators associated with the competency levels (*Annex "C"*); and

2019-10-019 p. 2

  
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- d. Sample of Competency-Based Qualification Standards which comprises the minimum requirements (eligibility, education, experience, training) and the expected competencies from current and future holders of the position (*Annex "D"*).

*Please note that the attached documents, except for the Competency Catalogue, are samples only.*

4. All comments on the attached forms shall be submitted to the Internal Administration Group, and a soft copy to [hcmd@customs.gov.ph](mailto:hcmd@customs.gov.ph) on or before October 17, 2019.
5. For strict compliance.

Note: The competencies listed here are the identified competencies as a result of the series of workshops conducted by the BOC through the Philippine Tax Academy for the development of Onboarding Courses.

## BUREAU OF CUSTOMS

### Legend:

C – Core Courses

FO – Functional Operational Courses

FM – Functional Management Courses

FS – Functional Specialized Courses

L – Leadership Courses (CSC Courses)

No.	Identified Competencies from Competency Management System Assessment revised as of June 14, 2019	Category
1	Exemplifying Integrity	C
2	Commitment to Service Excellence	C
3	Effective/Oral and Written Communication	C
4	Change Adaptation/Management	C
5	Use of Technology/Technology Savvy	C
6	Problem-solving and Decision-making (in a Completed Staff Work Environment)	C
7	Governance, Risk and Compliance (Control in DOF)	FM
8	Knowledge Management – assigned to PTA	FM
9	Process Management -c/o PTA	FM
10	Revenue Forecasting and Programming and Fiscal Planning	FM
11	Strategic Planning -c/o PTA	FM
12	Assessment and Revenue Collection	FO
13	Border Protection and Security	FO
14	Critical Thinking	FO
15	Customs Management/Administration	FO
16	Data Analytics	FO
17	Data Privacy Administration and Security Management	FO
18	Disposition of Forfeited and Abandoned Goods	FO
19	Enforcement Management and Administration	FO
20	Export Policy Administration	FO
21	Fraud Prevention	FO
22	Intelligence Data Management	FO
23	Investigation	FO



Note: The competencies listed here are the identified competencies as a result of the series of workshops conducted by the BOC through the Philippine Tax Academy for the development of Onboarding Courses.

24	Learning Facilitation	FO
25	Passenger Service	FO
26	Prosecution of Smuggling Cases	FO
27	Seizure and Forfeiture of Goods	FO
28	Tariff, Customs-related Laws, Rules, Regulations and Procedures Management	FO
29	Trade Facilitation	FO
30	Valuation, Classification and Assessment Management and Monitoring	FO
31	Warehousing	FO
32	Accounting Management	FS
33	Administrative and Case Management	FS
34	Building and Facilities Mgt/Gen Mgt Services (use Asset Mgt Competency Table of DOF)	FS
35	Collection Management	FS
36	Competency Management	FS
37	Compliance Audit	FS
38	Conflict Management	FS
39	<b>Creating a Safe, Secure and Fair Employment Environment</b>	FS
40	Feasibility Study Evaluation	FS
41	Financial Management	FS
42	HR Development (Learning and Development)	FS
43	Implementation of Budget Execution	FS
44	Industry Analysis and Planning/Impact Analysis	FS
45	<del>ICT Information Systems, Connectivity, Database Mgt/IT Infrastructure Management</del>	FS
46	<del>Information/Systems Analysis, Design, Development and Implementation</del>	FS
47	Information Technology System User and Customer Support	FS
48	Innovation	FS
49	International Administration Support	FS
50	International Commitments Fund Facilitation and Monitoring	FS
51	Legal Services	FS
52	Legal Research and Case Development/Disposition	FS
53	Media and Public Relations	FS

Note: The competencies listed here are the identified competencies as a result of the series of workshops conducted by the BOC through the Philippine Tax Academy for the development of Onboarding Courses.

54	Meeting Management	FS
55	Monitoring and Evaluation	FS
56	Networking and Collaboration	FS
57	Occupational Health, Safety and Wellness	FS
58	Operating Within Government Procurement Systems	FS
59	Organization Development	FS
60	Oversight of Budget Execution	FS
61	Participation in Budget Hearings and Approval Procedures	FS
62	Performance Management	FS
63	Physical Security Management	FS
64	Policy Formulation and Review	FS
65	Preparation of Budget Plans and Annual Budget Submissions	FS
66	Program and Project Management	FS
67	Program/Course Administration	FS
68	Records and Documents Management	FS
69	Recruitment, Selection and Placement	FS
70	Rewards and Recognition	FS
71	Technical Writing	FS
72	Technology Management	FS
73	Vendor Management	FS



Functional Competency	ASSESSMENT & REVENUE COLLECTION			
Definition	Ensures implementation of Customs assessment rules and regulations to safeguard the collection of revenue.			
Levels	Basic	Intermediate	Advanced	Superior
Level Description	Complies with the requirements in the conduct of assessment, examination and collection of duties and taxes and prepares reports regarding revenue collection.	Discerns problems arising from assessment rules and regulations	Identifies problems and determines solutions on assessment issues.	Recommends strategies and formulates policies in the oversight of all activities relating to the implementation of and compliance with rules and regulations relating to assessment and collection of duties and taxes due to the government.
Behavioral Indicators	<p>1.1 Demonstrates application of knowledge of World Trade Organization (WTO) valuation system and the components used in the assessment of duties and taxes.</p> <p>1.2 Demonstrates application of knowledge in Customs and Tariff Laws and its Implementing Rules and Regulations relating to proper goods declaration; components of dutiable value and landed cost, and including</p>	<p>2.1 Manifests application of advance knowledge in the assessment of duties and taxes.</p> <p>2.2 Manifests application of advance knowledge in Customs and Tariff Laws and its Implementing Rules and Regulations relating to proper goods declaration; components of dutiable value and landed cost, and including excise tax computation</p> <p>2.3 Manifests application of advance knowledge in classification of</p>	<p>3.1 Resolves issues on provisional goods declaration, tentative assessment involving disputes on valuation and classification.</p> <p>3.2 comprehends and articulates assessment issues during inter-agency meetings.</p> <p>3.3 Provides accurate basis for valuation and classification.</p> <p>3.4 Establishes accurate revenue collection data.</p>	<p>4.1 Recommends solutions to top management on assessment and revenue collection issues.</p> <p>4.2 Sustains and adopts appropriate global mindset on assessment issues.</p> <p>4.3 Recommends appropriate enhancements or improvements in the Bureau's assessment and revenue collection system and procedures.</p> <p>4.4 Establishes strategies to ensure that the Bureau hit its revenue collection target.</p>

2019-10-019 p. 7

	<p>excise tax computation</p> <p>1.3 Demonstrates application of knowledge in the classification of goods and rules of origin for various free trade agreements</p> <p>1.4 Reconciles reports regarding daily, weekly and monthly collection.</p> <p>1.5 Advises importers on their duties and taxes due to the government</p>	<p>goods and rules of origin for various free trade agreements</p> <p>2.4 Ensures that all accountable forms sold are affixed with documentary stamps, collection there from are deposited to the Bureau of Treasury.</p>		
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2019-10-019 p-8  
Annex C



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## POSITION DESCRIPTION

### CUSTOMS OPERATIONS OFFICER III

#### NATURE OF WORK:

Under general supervision performs a wide variety of customs operations duties in support of assigned functions, operations, service, and / or division

(PID)

As team leader supervises subordinates within his section/unit.

Assists the COO V in the assessment and collection of rightful duties & taxes

(FED/IED)

Examine and assess import and export goods, including seized and abandoned goods, parcels, merchandize and baggage of passengers and crew members;

Monitors and keeps records of incoming and outgoing imported raw materials/goods in customs bonded warehouses.

Recommend seizure of goods found to be in violation of existing customs laws, rules and regulations.

Prepares and submits required reports.

#### ESSENTIAL JOB FUNCTIONS:

Implementation of the TCCP, and other issuances related to his present assignment  
Examine documents and / or shipments, and indicates findings as appropriate.

Determine correctness of classification of shipments.

Recommends payment of additional duties and taxes on shipments with deficiencies and imposition of penalties if warranted

Recommends issuance of Warrant of Seizure and Detention (WSD) on goods imported contrary to laws.

Provides supervision and direction to subordinate staff and coordinates work flow within the major work unit, including distributing work, disseminating information, assigning staff to cover for absences, providing technical assistance, answering questions, and resolving problems within the work unit supervised.



Recommends appropriate training programs within the work unit.  
Serves as a liaison between the work unit and other offices and outside agencies for the distribution and collection of information and to resolve operational issues.

Develops and implements new procedures and responds to changes in administrative policies.

Verifies, checks and reviews computation of consumption entries

Prepares demand letters (DOD)

Issues Special Permit to Load and record the details of the goods declared by the passenger/carrier, collects payment for the same;

Issues Certificate of Identification (CI), records the details of the items declared by the passenger-carrier and collect payment for the same;

Performs other related functions as may be required by the service.

### **MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS:**

Education: Bachelor's degree

Experience: 1 year of relevant experience

Training: 4 hours of relevant training

Recommendations:

-CS professional eligibility

-must undergo basic and intermediate trainings

-preferably BSCA graduate

### **FUNCTIONAL ASSIGNMENTS**

#### **Informal Entry Division (Sec. 1)**

- Examines and classifies imported and exported articles, parcels and merchandise or pieces of baggage of incoming and outgoing passengers crew members;
- Verifies whether merchandise tallies with the description in the invoices;
- Detects and seizes all contraband goods found;
- Acts as witness in the destruction of condemned merchandise or goods;
- May collect duties and deposit them together with necessary supporting papers;
- Prepares findings on the examination;
- May serve as special examiner and re-examines suspicious shipments to prevent collusion between importers and examiners;

**Informal Entry Division (Seaport)**

- Conducts examination and prepares report of findings on the Examination Return.
- Verifies whether merchandise tallies with the description in the invoices;
- Determines the proper valuation and tariff classification of the imported goods.
- Recommends issuance of Warrant of Seizure and Detention (WSD) on goods imported contrary to laws.
- Performs other related functions as may be assigned by the immediate supervisor.
- Examine, classify, and appraise imported commodities covered by informal entry and assess customs duties, taxes and charges.
- Ensure compliance with the tariff and customs laws, rules, regulations and other laws in so far as they are related to the entry.
- Recommend the institution of seizure proceedings against banned and prohibited merchandise in accordance with laws, rules and regulations.

**Arrival Division**

- Examines and classifies imported and exported articles, parcels and merchandize or pieces of baggage of incoming and outgoing passengers and crew members;
- Verifies whether merchandise tallies with the description in the invoices;
- Detects and seizes all contraband goods found;
- Acts as witness in the destruction of condemned merchandise or goods;
- May collect duties and deposit them together with necessary supporting papers
- Prepares findings on the examination;
- May serve as special examiner and re-examines suspicious shipments to prevent collusion between importers and examiners
- Conducts physical examination of the baggage's of incoming passengers and goods to determine if it is in accordance with the baggage declaration and imported not contrary to laws.
- Conducts profiling of incoming passengers and their accompanying baggage's;
- Submit examination return to the supervisors and compute the corresponding duties and taxes due thereon;
- Prepares the re-export commitment;
- Prepare held baggage receipt;
- Conduct inventory of prohibited, forfeited and seized articles;
- Prepares incident report, collection report, etc.;
- Assist in the preparation of foreign currency declaration form;
- Attend-in-house meetings, information hour, port courtesies, seminars;
- Conducts physical examination of the shipments under Terminal Release in the presence of law enforcement agents, customs broker / representative / consignee and warehouseman; Signs in the record book of the Duty warehouseman;
- Makes a return of the findings on the Entry indicating complete and specific quantity and description of the articles found.
- Assesses duties and taxes and other charges due thereon;
- Submits Entry and supporting documents to the Terminal Release Supervisor / Appraiser;
- Perform other duties that may be assigned by competent authorities.
- Verifies proper valuation of merchandize brought in without invoice;
- Reflects the findings on the baggage declaration form and the computation of duties and taxes;
- Issues Held Baggage Receipt (HBR) for articles due to the following reasons:
- Insufficient cash



- Lack of pertinent documents, clearance-permits required from concerned government agencies to be claimed by the real owner
- Confiscates prohibited articles and recommends issuance of Warrant of Seizure and Detention (WSD)

**Customs Duty Free Shops Division / Assessment Unit - Airport**

- Examines and classifies imported and exported articles, parcels and merchandize or pieces of baggage of incoming and outgoing passengers and crew members;
- Verifies whether merchandise tallies with the description in the invoices;
- Detects and seizes all contraband goods found;
- Acts as witness in the destruction of condemned merchandise or goods;
- May collect duties and deposit them together with necessary supporting papers
- Prepares findings on the examination;
- May serve as special examiner and re-examines suspicious shipments to prevent collusion between importers and examiners

**Formal Entry**

- Examines the imported goods whether it is permissible to enter the commerce.
- Determine the proper valuation and tariff classification of imported goods and reflects the findings on the examination return.
- Verifies whether merchandise tallies with the description in the declaration;
- Registers the findings in the E2M / Import Assessment System ( IAS)

**Supervising Customs Inspector**

- Supervises all employees of the Bay Service Operation Section;
- Assigns and maintains a running record of assignments of Boarding Officers, Customs Inspectors, and Customs Guards to vessels;
- Receives all reports, entries, and other documents from the Boarding Officer;
- Performs other related functions

**Departure Operations Division**

- Conducts physical examination of the baggage's of outgoing passengers;
- Conducts profiling of outgoing passengers and their accompanying baggage's;
- Issues of Special Permit to Load and record the details of the goods declared by the passenger/carrier, collects payment for the same;
- Issues Certificate of Identification (CI), records the details of the items declared by the passenger-carrier and collect payment for the same;
- Examines the goods covered by Re-export commitment and reconcile it with the same; If the Re-Export Commitment is under a Bond, Customs Officer will accompany the Passenger carrier to the Customs Cashier and refund the same bond; If goods are for check-in Customs Officer will record the tag number of the items declared and cancels the Re-Export Commitment;
- Conduct inventory of prohibited, forfeited and seized articles;
- Prepares incident report, collection report, etc.;
- Assist in the preparation of foreign currency declaration form of outgoing passengers; Customs Officer on duty issues a foreign currency declaration form to be filled out by the declarant.
- Attend meetings, information hour, port courtesies, seminars;
- Perform other duties that may be assigned by competent authorities.



- Issues Held Baggage Receipt (HBR) for confiscated prohibited articles and recommends issuance of Warrant of Seizure and Detention (WSD)

#### **Airport Examiner – Passenger Service**

- Examines and classifies imported and exported articles, parcels and merchandize or pieces of baggage of incoming and outgoing passengers and crew members;
- Verifies whether merchandise tallies with the description in the invoices;
- Detects and seizes all contraband goods found;
- Acts as witness in the destruction of condemned merchandise or goods;
- May collect duties and deposit them together with necessary supporting papers;
- Prepares findings on the examination;
- May serve as special examiner and re-examines suspicious shipments to prevent collusion between importers and examiners.

#### **TECHNICAL / FUNCTIONAL COMPETENCIES**

##### **Tariff and Customs Laws & Procedure Administration (L3)**

Ability to comprehend, decide & apply customs laws & procedures

##### **Assessment (L3)**

Ability to oversee activities relating to the implementation of Customs assessment rules & regulations

##### **Export Policy Administration (L3)**

Ability to comprehend, decide and apply laws and rules on export matters

Ability to supervise all export policy administration activities of the collection districts and ascertain that established policies, regulations and standard procedures and programs on export policies are complied with as well as provide liaison and coordination with agencies that have dealings on matters pertaining to export policies.

##### **Warehousing (L2)**

Ability to monitor policies and guidelines for effective implementation of laws, rules and regulations on warehouse under customs supervision.

Ability to implement and evaluate warehousing activity including the liquidation of materials & warehousing entry/s

Ability to implement & monitor all warehousing activities within the collection district/s and ascertain that established policies, regulations and standard procedures and programs on warehousing are complied with as well as provide liaison and coordination with agencies that have dealings on matters pertaining to warehousing

##### **Port Operations (L3)**

Ability to implement & monitor all port operation activities of the collection districts and ascertain that established policies, regulations and standard procedures and programs on port operations are complied with as well as provide liaison and coordination with agencies that have dealings on matters pertaining to port operations.

Ability to implement and recommend updates on Customs rules and regulations on matters pertaining to port operations

**Risk Management Technique (L2)**

Ability to systematically apply management procedures and practices that provide customs with the necessary information to address possible risks in its area of concern.

**Valuation (L3)**

Ability to apply the appropriate methods of valuation in compliance with BOC rules and regulations on valuation

**Classification (L3)**

Ability to implement and monitor current references on tariff classification per BOC implementing guidelines

Ability to gather, collect and recommend updates on current references in tariff classification

**Tariff and Customs Laws & Procedure Monitoring (L3)**

Ability to analyze, review, verify & detect deficiency in documents and interpret results thereof

**Revenue Collection (L3)**

Ability to generate and safeguard collection of correct duties and taxes on imports

**Passenger Service (L3)**

Ability to provide appropriate service for inbound & outbound passengers and accompanying baggages

**Auction (L3)**

To ensure that all abandoned articles/ shipments, articles entered under warehousing entry not withdrawn nor the duties and taxes paid thereon within the period described under Sec. 1908 of the TCCP and all forfeited property in favor of the government be properly disposed of by way of public auction/negotiated sale pursuant to TCCP

To ensure security of goods in custody and provide appropriate warehouse and monitoring systems accordingly

To institutionalize the mechanic/ system in the disposition of goods by way of public auction/ negotiated sale;

To optimize revenues from public auction/ negotiated sale by institutionalizing the system in setting up the floor price and in advertising such sale to generate the widest participation;

To provide the mechanism such that said sale would not cause undue competition to local industries or disrupt market conditions

**Customs Cases Management (L2)**

Ability to comprehend, decide & apply customs laws & procedures per Section 602 of the TCCP.



**GENERAL COMPETENCIES****Communicating (L2)**

Ability to communicate facts and ideas clearly and effectively to others in both written and spoken form

**Planning, Organizing, Monitoring and Controlling (L1)**

Ability to formulate assumptions, set objectives, allocate resources and monitor implementation of plans to ensure delivery of quality outputs according to agreed standards

**Analyzing Information and Solving Problems (L2)**

Ability to gather, interpret and evaluate data, identifying problems and their causes and finding options for moving forward

**Judgment and Decision-Making (L2)**

Ability to choose and act on the best course of action in a given situation at the appropriate time; commit resources toward achievement of objectives and to be accountable for decisions made

**Work, Business and Customer Orientation (L2)**

Ability to understand the dynamics of one's work, the Bureau and the market place and identify opportunities to improve short and long-term relationships with internal and external customers and publics

**People Development (L1)**

Ability to identify and create opportunities to improve own competence and that of others

**Using Information Technology (L2)**

Ability to use IT to gather, interpret and manage information to meet the needs of own tasks and the Bureau as a whole

**Creating a Safe, Secure and Fair Employment Environment (L1)**

Ability to formulate and apply policies and standards for a safe, secure and fair work environment

**Working in and Leading Teams (L2)**

Ability to work with others cooperatively in a way, which secures a high level of commitment, trust and energy

**Implementation Planning and Monitoring (L2)**

Ability to oversee the implementation of the bureau's strategic plans and programs and monitor its progress

Ability to apply management analysis and systems analysis methods

**Project Management (L2)**

Ability to develop and to see through completion plans, programs and projects of the BOC using project management techniques



2019-10-019 p. 15

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**Bureau of Customs Orientation and Perspective (L2)**

Ability to comprehend and understand the various systems and processes of the Bureau and governmental policies and procedures.

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2019-10-019 p.16 Annex D

POSITION: CUSTOMS OPERATIONS OFFICER III

FACTORS	CURRENT QUALIFICATION STANDARDS	COMPETENCY-BASED QUALIFICATION STANDARDS
EDUCATION	Bachelor's Degree	Bachelor's Degree in Customs Administration
EXPERIENCE	1 year relevant experience	2 years demonstrated ability in Customs assessment and revenue collection, warehousing, etc.
TRAINING	4 hours relevant training	24 hours training on customs procedures within the last 2 years
ELIGIBILITY	Career Service (Professional)/2 <sup>nd</sup> level eligibility	R.A. 1080 Licensed Customs Broker
COMPETENCIES	--	-Exemplifying Integrity: 2-Intermediate -Commitment to Service Excellence: 2-Intermediate -Assessment and Revenue Collection: 3-Advanced -Warehousing: 2-Intermediate

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