



EU Customs Competency Framework for the Customs Profession

Role Descriptions - Control

January 2014

Definition Functional Domain “Control”:

Customs are involved in the implementation and enforcement of Community legislation relating to external trade by means of Customs controls. This is true, not only for Customs duties and commercial policy measures, but also with regard to security, environmental, anti-dumping, consumer protection, cultural, agricultural and other non-fiscal controls. Customs professionals are responsible for efficient Customs control operations at ports, airports, land borders and inland locations.

Customs must apply a wide variety of controls, in a fast-paced goods movement environment. They must also apply these controls in a consistent manner across the Community. This means Customs controls must be quick, effective and based on modern risk management techniques.

- 1) **Documentary Control:** Verification of the necessary documentation, such as invoices, valid licences etc., that are required to move goods under Customs law.
- 2) **Physical Control:** Inspection of incoming and outgoing cargo and goods, to verify whether the cargo and goods match their description as stated on the Customs declaration and that no discrepancies exist (e.g. the quantity, type, classification and value). These inspections require specific knowledge and skills in Customs Regulations, Health and Safety Regulations, as well as knowledge in the field of prohibitions and restrictions. It may also require sample taking.
- 3) **Types of Controls:** The most important control areas in which Customs authorities have a responsibility are:
 - a. Controls of Tariff, Origin and Value.
 - b. Controls of goods under Customs supervision (goods in temporary storage and placed under certain customs procedures).
 - c. Controls on commercial policy measures (objectives) and commercial traffic.
 - d. Controls for security, safety and public health requirements.
 - e. Controls on compliance with environmental legislation.
 - f. Controls on compliance with Common Agriculture Policy (CAP) rules.
 - g. Controls on compliance with veterinary, phyto-sanitary, health and quality regulations.
- 4) **Surveillance:** Monitoring of people, goods in transit and means of transport.

Roles covered within the “Control” functional domain:

- **Management Roles:**
 - Senior Manager
 - Middle Manager
 - Line Manager
- **Expert Roles:**
 - Senior Expert
 - Expert
- **Operational Roles:**
 - Team Lead
 - Customs Officer

- Customs Officer Trainee

This means that the role of Strategic Manager was excluded from this functional domain:

- **Strategic Manager:** The Strategic Management level will always be a cross-functional one. This means that the role of Strategic Manager will be covered in a separate document. The idea is that the strategy is set at a national level and takes the available resources i.e. people, materials, and budget into account. This strategy will then be put into practice by the Administration's management team (Senior Management, Middle Management and Line Management), who will translate it to a more functional level ("What does this mean for me/my department?").

EU Customs Competency Framework - Role Descriptions - Control

Role Title	
<i>Senior Manager in the Control Department</i>	
Level	Functional Domain
<i>Senior Manager</i>	<i>Control</i>
Role Description	
<p>A person holding a senior management role typically leads a part of the organisation in line with the policies and strategies as set out and approved of by the strategic management. This role requires him or her to focus on guaranteeing the overall coordination, cooperation and performance of his or her part of the organisation. Compared to middle management, there is relatively less focus on operational planning, coordination and team management. There is relatively more focus on maintaining a dashboard of the performance of the different sections of the part of the organisation he or she is managing. He or she is also responsible for adjusting/refining actions to improve performance, where needed.</p> <p>He or she, and the team(s) under his or her management will typically be involved in:</p> <ol style="list-style-type: none"> 1) Documentary Control: Verification of the necessary documentation, such as invoices, valid licences etc., that are required to move goods under Customs law. 2) Physical Control: Inspection of incoming and outgoing cargo and goods, to verify whether the cargo and goods match their description as stated on the Customs declaration and that no discrepancies exist (e.g. the quantity, type, classification and value). These inspections require specific knowledge and skills in Customs Regulations, Health and Safety Regulations, as well as knowledge in the field of prohibitions and restrictions. It may also require sample taking. 3) Surveillance: Monitoring of people, goods in transit and means of transport. <p>The main responsibilities of a Senior Manager within a Control Department are focused on guaranteeing the overall coordination, cooperation and performance of his or her department(s) based on the Customs Core Values which are Strong Ethics and High Integrity, Public Service Commitment, Customer & Service Orientation, Continual Learning & Professional Development, Operational Excellence, Harmonised EU Attitude & Approach and European Safety and Security Focus. He/she will focus on these core values by performing the following tasks:</p> <ol style="list-style-type: none"> 1. Maximises compliance by managing the controls in ports, airports, land borders and inland. 2. Ensures and follows up periodically on overall performance and tracks progress in order to meet strategic objectives. 3. Reports performance and progress to his or her manager, who will usually be at the strategic management level. 4. Translates the strategic guidelines and objectives received from the strategic management to more tactical guidelines and objectives specific for his or her department or Customs region. He or she is responsible for clearly communicating these measures and objectives to his or her Middle Manager(s) and ensures effective two-way communication with lower levels to capture feedback. 5. Ensures on-going professional development, both on a personal level and for his or her team(s). 6. Ensures that team members operate & communicate with appropriate political awareness & sensitivity. 7. Captures reflections and suggestions for potential process improvements to increase operational efficiency. 8. Ensures effective cooperation and communication with other departments and proactively manages the key stakeholders of a Control Department e.g. Trade, Enforcement and Investigation 	

EU Customs Competency Framework - Role Descriptions - Control

Department; etc., Police authorities, etc.

9. Might be called upon to assist in the development of national strategies, where relevant to his or her department.

10. Builds a network with other Customs Managers and employees within the European Union and assists in and participates to international project groups.

Professional Competencies	Proficiency Level	Operational Competencies	Proficiency Level	Management Competencies	Proficiency Level
Dealing with Operational Risk	2	Customs Business Understanding	3	Act as a Role Model	4
Drive for Results	4	Customs Legislation	2	Strategic Agility	3
Teamwork	3	Customs Procedures	2	Visionary Leadership	3
Professional Networking	3	Tariff and Classification	1	Innovation	2
Coaching & Mentoring	3	Valuation	2	Entrepreneurship	2
Knowledge/experience sharing	3	Origin of Goods	1	Negotiating	3
Coping with Stress	4	Control of Goods	1	People Management	3
Handling Conflict	2	Customs Supervision	1	Conflict Management	3
Adaptability to Change	2	Prohibitions and Restrictions	1	Change Management	4
Decision Making	4	Trade Facilitation	4	Financial Management	2
Analytical Thinking	3			Communication Management	2
Interpersonal Relations	3			Policy Design	1
Time Management	3			Political Awareness	3
Priority Setting	4			Customs Trends	3
Processing Information	2			Strategic Supply Chain Management	2
Written Communication	4			Managerial Courage	4
Oral Communication	4			Process Management	2
Reporting	3				
Creativity	2				
Technological Ability	2				
Problem Solving	3				

EU Customs Competency Framework - Role Descriptions - Control

Role Title	
<i>Middle Manager in the Control Department</i>	
Level	Functional Domain
<i>Middle Manager</i>	<i>Control</i>
Role Description	
<p>A person holding a middle management role typically leads and steers multiple teams. Often, but not necessarily, there is an intermediate management layer that manages each separate team (Line Management). In some cases it could be that a person in a Middle Management role manages a single team. A Middle Manager is the link between the Senior Management and the Line Management.</p> <p>He or she, and the team(s) under his or her management will typically be involved in:</p> <ol style="list-style-type: none"> 1) Documentary Control: Verification of the necessary documentation, such as invoices, valid licenses etc., that are required to move goods under Customs law. 2) Physical Control: Inspection of incoming and outgoing cargo and goods, to verify whether the cargo and goods match their description as stated on the Customs declaration and that no discrepancies exist (e.g. the quantity, type, classification and value). These inspections require specific knowledge and skills in Customs Regulations, Health and Safety Regulations, as well as knowledge in the field of prohibitions and restrictions. It may also require sample taking. 3) Surveillance: Monitoring of people, goods in transit and means of transport. <p>The main responsibilities of a Middle Manager within a Control Department are focused on guaranteeing the overall operational coordination of his or her department and ensuring a high level follow up of the operational performance by acting as the link between the Strategic/Senior Management and the Line Management with his/her operational teams. He/she will deliver on their responsibilities based on the Customs Core Values which are Strong Ethics and High Integrity, Public Service Commitment, Customer & Service Orientation, Continual Learning & Professional Development, Operational Excellence, Harmonised EU Attitude & Approach and European Safety and Security Focus. A Middle Manager will focus on these core values by performing the following tasks:</p> <ol style="list-style-type: none"> 1. Maximises compliance by managing the controls in ports, airports, land borders and inland. 2. Ensures and follows up periodically on overall performance, tracks progress to meet strategic objectives. 3. Reports performance and progress to his or her manager (e.g. the Regional Director and National Office). 4. Translates the tactical guidelines and objectives received from his/her Senior Manager into more tangible operational objectives and measures. He or she is responsible for clearly communicating these measures and objectives to his/her Line Manager(s) leading the operational team(s) and ensuring effective two-way communication with lower levels to capture their feedback. 5. Ensures the development of strong technical knowledge both on a personal level and for his/her teams. 	

EU Customs Competency Framework - Role Descriptions - Control

6. Ensures that team members operate & communicate with appropriate political awareness & sensitivity.
7. Captures reflections and suggestions for potential process improvements to increase operational efficiency.
8. Ensures effective cooperation and communication with other departments and proactively manages the key stakeholders of a Control Department e.g. Trade, Enforcement and Investigation Department etc., Police authorities, etc.
9. Builds a network with other Customs Managers and employees within the European Union and participate to international project groups.

Professional Competencies	Proficiency Level	Operational Competencies	Proficiency Level	Management Competencies	Proficiency Level
Dealing with Operational Risk	2	Customs Business Understanding	3	Act as a Role Model	3
Drive for Results	4	Customs Legislation	3	Strategic Agility	2
Teamwork	3	Customs Procedures	2	Visionary Leadership	2
Professional Networking	2	Tariff and Classification	2	Entrepreneurship	2
Coaching & Mentoring	2	Valuation	2	Negotiating	3
Knowledge/experience sharing	3	Origin of Goods	2	People Management	3
Coping with Stress	3	Control of Goods	2	Conflict Management	3
Handling Conflict	2	Customs Supervision	2	Change Management	3
Adaptability to Change	2	Prohibitions and Restrictions	2	Financial Management	1
Decision Making	4			Communication Management	2
Analytical Thinking	3			Political Awareness	2
Interpersonal Relations	3			Customs Trends	2
Time Management	3			Strategic Supply Chain Management	1
Priority Setting	4			Managerial Courage	3
Processing Information	2			Process Management	2
Written Communication	3				
Oral Communication	3				
Reporting	3				
Creativity	2				
Technological Ability	2				
Problem Solving	2				

EU Customs Competency Framework - Role Descriptions - Control

Role Title	
<i>Line Manager in the Control Department</i>	
Level	Functional Domain
<i>Line Manager</i>	<i>Control</i>
Role Description	
<p>A person holding a line management role typically leads (an) operational team(s). The team members of his or her team do not fulfil an official management role themselves. A Line Manager is the link between the Middle Management and the Customs Officers of his/her Team(s).</p> <p>He or she, and the team(s) under his or her management will typically be involved in:</p> <ol style="list-style-type: none"> 1) Documentary Control: Verification of the necessary documentation, such as invoices, valid licenses etc., that are required to move goods under Customs law. 2) Physical Control: Inspection of incoming and outgoing cargo and goods, to verify whether the cargo and goods match their description as stated on the Customs declaration and that no discrepancies exist (e.g. the quantity, type, classification and value). These inspections require specific knowledge and skills in Customs Regulations, Health and Safety Regulations, as well as knowledge in the field of prohibitions and restrictions. It may also require sample taking. 3) Surveillance: Monitoring of people, goods in transit and means of transport. <p>The main responsibilities of a Line Manager within a Control Department are focused on guaranteeing a good cooperation between the operational teams, ensuring the realisation of the operational objectives, and closely following up the performance of his operational team(s). He/she will deliver on their responsibilities based on the Customs Core Values which are Strong Ethics and High Integrity, Public Service Commitment, Customer & Service Orientation, Continual Learning & Professional Development, Operational Excellence, Harmonised EU Attitude & Approach and European Safety and Security Focus. A Line Manager will focus on these core values by performing the following tasks:</p> <ol style="list-style-type: none"> 1. Ensures the realisation at operational level of the operational objectives based on the guidelines received from his/her Middle Manager. He/she will also capture feedback of his/her operational team(s) and share this feedback with his/her upper management, in particular, with the Middle Management. 2. Directly manages a team of operational people working in Control Management. 3. Maximises his or her team's performance by organising & dividing the work. Coordinate the operational control activities (documentary check, inspection, administrative tasks, etc.) 4. Supports and develops team members and ensures that they continue to develop strong technical knowledge. 5. Provides flexibility and adequate conditions to team members to maximise efficiency. 6. Ensures that team members operate and communicate with appropriate political awareness & sensitivity. 7. Verifies the quantity and quality of the work products delivered by his or her team. 8. Reports performance and progress related to operational objectives to his or her manager. 9. Captures reflections and suggestions for potential process improvements to increase operational efficiency. 10. Ensures effective cooperation with other departments within the Customs Administration e.g. Investigation and Enforcement Department, etc. 	

EU Customs Competency Framework - Role Descriptions - Control

11. Offers first line support regarding special cases for his or her team members.
 12. Builds a network with other Customs Managers and employees within the European Union.

Professional Competencies	Proficiency Level	Operational Competencies	Proficiency Level	Management Competencies	Proficiency Level
Dealing with Operational Risk	3	Customs Business Understanding	3	Act as a Role Model	2
Drive for Results	4	Customs Legislation	3	Entrepreneurship	2
Teamwork	3	Customs Procedures	3	People Management	2
Professional Networking	1	Tariff and Classification	2	Conflict Management	3
Knowledge/experience sharing	2	Valuation	2	Change Management	2
Coping with Stress	2	Origin of Goods	2	Communication Management	2
Handling Conflict	2	Control of Goods	3	Customs Trends	1
Adaptability to Change	2	Customs Supervision	2	Managerial Courage	2
Decision Making	3	Prohibitions and Restrictions	2	Process Management	2
Analytical Thinking	3			Visionary leadership	1
Interpersonal Relations	3			Negotiating	1
Time Management	2			Political Awareness	2
Priority Setting	2				
Processing Information	2				
Written Communication	2				
Oral Communication	2				
Reporting	2				
Creativity	1				
Technological Ability	2				
Problem Solving	2				

EU Customs Competency Framework - Role Descriptions - Control

Role Title	
<i>Senior Expert in the Control Department</i>	
Level	Functional Domain
<i>Senior Expert</i>	<i>Control</i>
Role Description	
<p>A person holding a Senior Expert role has typically specialised extensively in a certain domain. He or she is required to act as a consultant on a daily basis for questions of other Customs employees and for complex enquiries and cases related to his or her specific expertise. Senior Experts have a relatively higher level of expertise as compared to that of more junior Experts.</p> <p>He or she will typically be involved in:</p> <ol style="list-style-type: none"> 1) Documentary Control: Verification of the necessary documentation, such as invoices, valid licenses etc., that are required to move goods under Customs law. 2) Physical Control: Inspection of incoming and outgoing cargo and goods, to verify whether the cargo and goods match their description as stated on the Customs declaration and that no discrepancies exist (e.g. the quantity, type, classification and value). These inspections require specific knowledge and skills in Customs Regulations, Health and Safety Regulations, as well as knowledge in the field of prohibitions and restrictions. It may also require sample taking. 3) Surveillance: Monitoring of people, goods in transit and means of transport. <p>The main responsibilities of a Senior Expert in Control are focused on developing extensive expert knowledge in a certain Control domain and guaranteeing an efficient Control department by acting as a consultant in solving complex cases based on his/her knowledge and experience. He/she will deliver on their responsibilities based on the Customs Core Values which are Strong Ethics and High Integrity, Public Service Commitment, Customer & Service Orientation, Continual Learning & Professional Development, Operational Excellence, Harmonised EU Attitude & Approach and European Safety and Security Focus. A Senior Expert will focus on these core values by performing the following tasks:</p> <ol style="list-style-type: none"> 1. Develops strong and focused technical, expert knowledge on a personal level and on a continuous basis regarding particularities of Documentary Controls, Inspections of incoming and outgoing goods and cargo and surveillance procedures. 2. Responds to queries related to complex or unclear cases in the area of Customs Control activities. 3. Organises own work, thereby maximising own performance accordingly. 4. Builds and maintains very good working relationships and communicates proactively with his/her stakeholders namely Trade partners, other departments within the Customs administration, Expert team(s), etc. 5. Understands, cooperates, and communicates effectively with appropriate political awareness & sensitivity. 6. Delivers high quality work products in a timely manner. 7. Reports status and relevant difficulties or issues to his or her manager in a proactive and timely manner. 	

EU Customs Competency Framework - Role Descriptions - Control

8. Communicates suggestions and potential process improvements regarding Control and Surveillance procedures to increase operational efficiency to his or her manager.
9. He or she may be required to assist in policy development when related to his or her specific expertise.
10. Builds a network with other Customs Experts and employees within the European Union; assists in and participates to international project groups.
11. Helps Experts to build strong technical expert knowledge and provides support in solving complex cases.
12. Ensuring dialogue with relevant national, EU and international authorities and institutions (e.g. food or health institutions).
13. Gives and/or supports training to other Customs employees in their specific domain.

Professional Competencies	Proficiency Level	Operational Competencies	Proficiency Level	Management Competencies	Proficiency Level
Dealing with Operational Risk	2	Customs Business Understanding	3	Policy Design	4
Drive for Results	2	Customs Legislation	4	Customs Trends of the 21st Century	3
Investigative Ability	2	Customs Procedures	4	Process Management	4
Teamwork	2	Tariff and Classification	3	Political Awareness	3
Professional Networking	4	Valuation	4		
Knowledge/experience sharing	4	Origin of Goods	4		
Coping with Stress	2	Control of Goods	4		
Handling Conflict	2	Customs Supervision	3		
Decision Making	2	Prohibitions and Restrictions	3		
Analytical Thinking	2	Trade Facilitation	3		
Interpersonal Relations	2				
Problem Solving	2				
Processing Information	3				
Written Communication	3				
Oral Communication	3				
Data Management	2				
Technological Ability	2				
Working Virtually	2				

EU Customs Competency Framework - Role Descriptions - Control

Role Title	
<i>Expert in the Control Department</i>	
Level	Functional Domain
<i>Expert</i>	<i>Control</i>
Role Description	
<p>A person holding an expert role is typically specialised in a certain domain. He or she is required to act as a consultant working on a case-by-case basis for enquiries related to his or her specific expertise. Experts have a relatively lower level of expertise, compared to that of Senior Experts.</p> <p>He or she will typically be involved in:</p> <ol style="list-style-type: none"> 1) Documentary Control: Verification of the necessary documentation, such as invoices, valid licenses etc., that are required to move goods under Customs law. 2) Physical Control: Inspection of incoming and outgoing cargo and goods, to verify whether the cargo and goods match their description as stated on the Customs declaration and that no discrepancies exist (e.g. the quantity, type, classification and value). These inspections require specific knowledge and skills in Customs Regulations, Health and Safety Regulations, as well as knowledge in the field of prohibitions and restrictions. It may also require sample taking. 3) Surveillance: Monitoring of people, goods in transit and means of transport. <p>The main responsibilities of an Expert in Control are focused on developing expert knowledge in a certain Control domain and guaranteeing an efficient Control department by acting as a consultant in solving specific cases based on his/her knowledge. He/she will deliver on responsibilities based on the Customs Core Values which are Strong Ethics and High Integrity, Public Service Commitment, Customer & Service Orientation, Continual Learning & Professional Development, Operational Excellence, Harmonised EU Attitude & Approach and European Safety and Security Focus. An Expert will focus on these core values by performing the following tasks:</p> <ol style="list-style-type: none"> 1. Develops strong and focused technical, expert knowledge on a personal level and on a continuous basis regarding particularities of Documentary Controls, Inspections of incoming and outgoing goods and cargo and surveillance procedures. 2. Responds to queries related to complex or unclear cases in the area of Customs Control activities. 3. Organises own work, thereby maximising own performance accordingly. 4. Builds and maintains very good working relationships and communicates proactively with his/her stakeholders Trade partners, other departments within the Customs administration, Expert team(s), etc. 5. Understands, cooperates and communicates effectively with appropriate political awareness & sensitivity. 6. Delivers high quality work products in a timely manner. 	

EU Customs Competency Framework - Role Descriptions - Control

7. Reports status and relevant difficulties or issues to his or her manager in a proactive and timely manner.
8. Communicates suggestions and potential process improvements regarding Control and Surveillance procedures to increase operational efficiency to his or her manager.
9. Builds a strong network and effectively cooperates with other departments whenever required.
10. Builds a network with other Customs Experts and employees within the European Union; assists in and participates to international project groups.
11. Ensuring dialogue with relevant national, EU and international authorities and institutions (e.g. food or health institutions).

Professional Competencies	Proficiency Level	Operational Competencies	Proficiency Level	Management Competencies	Proficiency Level
Dealing with Operational Risk	2	Customs Business Understanding	3	Policy Design	4
Drive for Results	2	Customs Legislation	4	Customs Trends of the 21st Century	2
Investigative Ability	2	Customs Procedures	4	Process Management	3
Teamwork	2	Tariff and Classification	3	Political Awareness	3
Professional Networking	3	Valuation	3		
Knowledge/experience sharing	3	Origin of Goods	3		
Coping with Stress	2	Control of Goods	4		
Handling Conflict	2	Customs Supervision	3		
Decision Making	2	Prohibitions and Restrictions	3		
Analytical Thinking	2	Trade Facilitation	2		
Interpersonal Relations	2				
Problem Solving	2				
Processing Information	3				
Written Communication	3				
Oral Communication	3				
Data Management	2				
Technological Ability	2				
Working Virtually	2				

EU Customs Competency Framework - Role Descriptions - Control

Role Title	
<i>Customs Team lead in the Control Department</i>	
Level	Functional Domain
<i>Customs Team lead</i>	<i>Control</i>
Role Description	
<p>A Customs Officer - Team Lead is involved in the day-to-day operational Customs activities. He or she has received all required training and has successfully passed all appropriate tests. Subsequently, he or she is responsible for their own work. In addition to his or her day-to-day operational responsibilities, he or she will also manage the rest of the team in absence of the Manager (e.g. when this Manager is leading multiple teams on different locations).</p> <p>He or she will typically be involved in:</p> <ol style="list-style-type: none"> 1) Documentary Control: Verification of the necessary documentation, such as invoices, valid licenses etc., that are required to move goods under Customs law. 2) Physical Control: Inspection of incoming and outgoing cargo and goods, to verify whether the cargo and goods match their description as stated on the Customs declaration and that no discrepancies exist (e.g. the quantity, type, classification and value). These inspections require specific knowledge and skills in Customs Regulations, Health and Safety Regulations, as well as knowledge in the field of prohibitions and restrictions. It may also require sample taking. 3) Surveillance: Monitoring of people, goods in transit and means of transport. <p>The main responsibilities of a Customs Officer – Team Lead within Control team are focused on maximising his/her own performance and supporting his/her Line Management in order to reach the operational objectives of his/her operational team within a Control department. He/she will deliver on their responsibilities based on the Customs Core Values which are Strong Ethics and High Integrity, Public Service Commitment, Customer & Service Orientation, Continual Learning & Professional Development, Operational Excellence, Harmonised EU Attitude & Approach and European Safety and Security Focus. A Customs Officer – Team Lead will focus on these core values by performing the following tasks:</p> <ol style="list-style-type: none"> 1. Directly manages a regional team of operational people in absence of his or her Manager. 2. Organises own work, thereby maximising own performance accordingly. 3. Develops strong technical knowledge on a personal level and on a continuous basis regarding Custom Control activities at ports, airports, land borders and inland. 4. Supports other team members and occasionally develops trainees to perform their tasks ; gives advice on how to perform operational Control tasks. 5. Operates and communicates effectively and with appropriate political awareness & sensitivity with Trade, other economic operators and private persons. 6. Delivers high quality work products. 7. Builds and maintains good working relationships with Trade, other economic operators and private persons. 	

EU Customs Competency Framework - Role Descriptions - Control

- 8. Reports status and relevant difficulties or issues to his or her manager in a proactive and timely manner.
- 9. Communicates suggestions and potential process improvements regarding Control and Surveillance procedures, to increase operational efficiency, to his or her manager.
- 10. Effectively cooperates with other departments e.g. Declaration Processing Department and other authorities e.g. national police whenever required.
- 11. Builds a network with other Customs Officers within the European Union.

Professional Competencies	Proficiency Level	Operational Competencies	Proficiency Level	Management Competencies	Proficiency Level
Drive for Results	2	Customs Business Understanding	3	People Management	1
Teamwork	3	Customs Legislation	2	Conflict Management	3
Analytical Thinking	3	Customs Procedures	2	Managerial Courage	2
Interpersonal Relations	2	Tariff and Classification	2	Process Management	1
Processing Information	2	Valuation	2		
Written Communication	2	Origin of Goods	2		
Oral Communication	2	Control of Goods	2		
Technological Ability	2	Customs Supervision	2		
Dealing with Operational Risk	2	Prohibitions and Restrictions	2		
Coping with Stress	2				
Handling Conflict	2				
Decision Making	2				
Reporting	2				

EU Customs Competency Framework - Role Descriptions - Control

Role Title	
<i>Customs Officer in the Control Department</i>	
Level	Functional Domain
<i>Customs Officer</i>	<i>Control</i>
Role Description	
<p>A Customs Officer is typically involved in the day-to-day Customs operational activities. He or she is responsible for their own work but also has to work in teams and will therefore have an additional responsibility of ensuring the success of the team.</p> <p>He or she will typically be involved in:</p> <ol style="list-style-type: none"> 1) Documentary Control: Verification of the necessary documentation, such as invoices, valid licenses etc., that are required to move goods under Customs law. 2) Physical Control: Inspection of incoming and outgoing cargo and goods, to verify whether the cargo and goods match their description as stated on the Customs declaration and that no discrepancies exist (e.g. the quantity, type, classification and value). These inspections require specific knowledge and skills in Customs Regulations, Health and Safety Regulations, as well as knowledge in the field of prohibitions and restrictions. It may also require sample taking. 3) Surveillance: Monitoring of people, goods in transit and means of transport. <p>The main responsibilities of a Customs Officer within a Control team are focused on maximising his/her own performance in order to reach the operational objectives of his/her operational team within a Control department. He/she will deliver on their responsibilities based on the Customs Core Values which are Strong Ethics and High Integrity, Public Service Commitment, Customer & Service Orientation, Continual Learning & Professional Development, Operational Excellence, Harmonised EU Attitude & Approach and European Safety and Security Focus. A Customs Officer will focus on these core values by performing the following tasks:</p> <ol style="list-style-type: none"> 1. Organises own work, thereby maximising own performance accordingly. 2. Develops strong technical knowledge on a personal level and on a continuous basis regarding Custom Control activities at ports, airports, land borders and inland. 3. Supports other team members and occasionally develops trainees to perform their tasks. 4. Operates and communicates effectively and with appropriate political awareness & sensitivity with Trade, other economic operators and private persons. 5. Delivers high quality work products. 6. Builds and maintains good working relationships with Trade, other economic operators and private persons. 7. Reports status and relevant difficulties or issues to his or her manager in a proactive and timely manner. 8. Communicates suggestions and potential process improvements regarding Control and Surveillance procedures to his or her manager to increase operational efficiency. 9. Effectively cooperates with other departments e.g. Declaration Processing Department and other authorities e.g. national police whenever required. 	

EU Customs Competency Framework - Role Descriptions - Control

10. Builds a network with other Customs Officers within the European Union.

Professional Competencies	Proficiency Level	Operational Competencies	Proficiency Level	Management Competencies	Proficiency Level
Drive for Results	2	Customs Business Understanding	2		
Teamwork	2	Customs Legislation	2		
Analytical Thinking	3	Customs Procedures	2		
Interpersonal Relations	2	Tariff and Classification	2		
Processing Information	2	Valuation	2		
Written Communication	2	Origin of Goods	2		
Oral Communication	2	Control of Goods	2		
Technological Ability	2	Customs Supervision	2		
Dealing with Operational Risk	2	Prohibitions and Restrictions	2		
Coping with Stress	2				
Handling Conflict	2				
Decision Making	2				
Reporting	2				

EU Customs Competency Framework - Role Descriptions - Control

Role Title	
<i>Customs Officer Trainee in the Control Department</i>	
Level	Functional Domain
<i>Customs Officer Trainee</i>	<i>Control</i>
Role Description	
<p>A Customs Officer Trainee can perform activities under supervision and will typically shadow a Customs Officer. He or she cannot be held responsible for any actions taken.</p> <p>He or she will typically be involved in:</p> <ol style="list-style-type: none"> 1) Documentary Control: Learn how to verify the necessary documentation, such as invoices, valid licenses etc., that are required to move goods under Customs law. 2) Physical Control: Learn how to inspect incoming and outgoing cargo and goods, to verify whether the cargo and goods match their description as stated on the Customs declaration and that no discrepancies exist (e.g. the quantity, type, classification and value). These inspections require specific knowledge and skills in Customs Regulations, Health and Safety Regulations, as well as knowledge in the field of prohibitions and restrictions. It may also require sample taking. 3) Surveillance: Learn how to monitor people, goods in transit and means of transport. <p>The main responsibilities of a Customs Officer Trainee within a Control Department are focused on absorbing knowledge from his/her Customs Officer colleague and building a network with other Customs Officers within the European Union. He/she will perform these activities based on the Customs Core Values which are Strong Ethics and High Integrity, Public Service Commitment, Customer & Service Orientation, Continual Learning & Professional Development, Operational Excellence, Harmonised EU Attitude & Approach and European Safety and Security Focus.</p>	

Professional Competencies	Proficiency Level	Operational Competencies	Proficiency Level	Management Competencies	Proficiency Level
Drive for Results	1	Customs Business Understanding	1		
Teamwork	2	Customs Procedures	1		
Analytical Thinking	1				
Interpersonal Relations	1				
Processing Information	1				
Written Communication	1				

EU Customs Competency Framework - Role Descriptions - Control

Oral Communication	1				
Technological Ability	1				