

# Is Customs for me?

The following checklist is designed to help you to work out the answer to this question for yourself!

These questions are for self-assessment only and are **not part of the formal assessment process**, but they will help you make up your mind about joining Customs. They will also provide you with a realistic preview of the role.

We strongly recommend you take the time to answer the questions that follow before you decide whether to apply for a job with the New Zealand Customs Service.

## Self-assessment checklist

### Part 1 – Do I meet the minimum selection requirements?

|    |  |                              |                             |
|----|--|------------------------------|-----------------------------|
| 1. | I am a New Zealand citizen or have the permanent right to work in NZ.  | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| 2. | I feel confident that I would pass comprehensive security and background checking. The highest levels of integrity, honesty, trust and discretion are a must in the role.  | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| 3. | I meet the minimum educational standards for entry to University; or can demonstrate equivalent intellectual capability. Some exceptions may be considered (e.g. relevant experience).                                     | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| 4. | I have a level of fitness that allows me to (for example) lift heavy and awkward baggage, pack and unpack cargo, climb ship ladders and search confined spaces (in accord with occupational health and safety guidelines). | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| 5. | I have a full current New Zealand driver's licence.  | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| 6. | I have a real commitment to keeping the New Zealand border safe and secure.  | <input type="checkbox"/> Yes | <input type="checkbox"/> No |

This part of the self-assessment involves a series of questions that you should ask yourself and answer honestly. Tick the appropriate box beside each question.

## Part 2 – Am I committed to the comprehensive learning and development that is required?

I will be able to:

|    |   |                              |                             |
|----|---|------------------------------|-----------------------------|
| 7. | Attend an initial three week residential induction training programme.  | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| 8. | Commit to an additional 16 week period of intensive learning requiring out of hours study, on-the -job training and assessment. To provide you with the best learning opportunities, if you live in a region other than Auckland, relocation to another centre within New Zealand may be required for all or part of that period. | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| 9. | Demonstrate a commitment to ongoing professional development.   | <input type="checkbox"/> Yes | <input type="checkbox"/> No |

## Part 3 – Is the type of work for me?

I will be able to:

|     |   |                              |                             |
|-----|---|------------------------------|-----------------------------|
| 10. | Work across different service areas, spanning a wide range of activities.   | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| 11. | Work directly with the public on occasion.  | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| 12. | Work with a wide range of people and cultures.  | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| 13. | <p>Work shifts, on the weekends and on call if required. This includes making the adjustments that the extra demands shift work would place on my health, home life and lifestyle.</p> <p><i>The most common shift arrangement in Customs (worked at Auckland Airport) currently involves working 9.5 hour days on a "6 days at work, then 4 days off work" pattern, revolving through shifts that start at 6am, 10 am, 12.30 pm, 4.30 pm, and 9pm.</i></p> | <input type="checkbox"/> Yes | <input type="checkbox"/> No |

|     |   |                              |                             |
|-----|---|------------------------------|-----------------------------|
| 14. | Relocate to another centre within New Zealand if required to ensure my career needs are met and to contribute to the resourcing requirements and broader goals of Customs. People's circumstances will be taken into account. | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| 15. | Read and understand legislation, policies and guidelines and to apply these in everything I do.   | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| 16. | Work with computers and technology on a daily basis.  | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| 17. | Record information accurately and write clear and concise reports when required.  | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| 18. | Wear a uniform and comply with dress standards.   | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| 19. | Concentrate for sustained periods of time, attending to detail, asking and answering questions, and continually considering possibilities and implications.   | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| 20. | Deal with people who may be upset, abusive, and personally challenging of my authority.   | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| 21. | Ask difficult questions that may be personal and probing.   | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| 22. | Work in sometimes unpleasant working environments (e.g. inside hot, dirty and cramped containers) in the process of getting the job done.   | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| 23. | Keep my energy levels up through both busy times and quieter times.   | <input type="checkbox"/> Yes | <input type="checkbox"/> No |

#### Part 4 – Do I have the personal qualities required?

|     |   |                               |                                |
|-----|---|-------------------------------|--------------------------------|
| 24. | I would say I am curious, like finding connections and enjoy getting to the bottom of things. | <input type="checkbox"/> True | <input type="checkbox"/> False |
| 25. | People say I have a mature approach to situations.  | <input type="checkbox"/> True | <input type="checkbox"/> False |
| 26. | I do not shrink away from conflict, or avoid crises or difficult situations.                  | <input type="checkbox"/> True | <input type="checkbox"/> False |
| 27. | I am able to keep my cool and stay in control even when people around me are upset.           | <input type="checkbox"/> True | <input type="checkbox"/> False |

|     |  |                               |                                |
|-----|--|-------------------------------|--------------------------------|
| 28. | I get a lot of satisfaction from helping and supporting the team members.  | <input type="checkbox"/> True | <input type="checkbox"/> False |
| 29. | I am a good listener and communicator.   | <input type="checkbox"/> True | <input type="checkbox"/> False |
| 30. | I am able to look at situations and problems objectively, rather than letting my own emotions and biases get the better of me. | <input type="checkbox"/> True | <input type="checkbox"/> False |
| 31. | I am comfortable having a role of authority and a lot of responsibility.   | <input type="checkbox"/> True | <input type="checkbox"/> False |
| 32. | I see myself as emotionally strong.  | <input type="checkbox"/> True | <input type="checkbox"/> False |
| 33. | I am more likely to take the initiative, ask questions and do research than wait to be told.                                   | <input type="checkbox"/> True | <input type="checkbox"/> False |
| 34. | I can persevere and see things through even when I'm tired.  | <input type="checkbox"/> True | <input type="checkbox"/> False |
| 35. | When things don't work out as I would have expected, I try to learn from my mistakes rather than blaming others.               | <input type="checkbox"/> True | <input type="checkbox"/> False |
| 36. | I am open to new ideas, technologies, and ways of working better.  | <input type="checkbox"/> True | <input type="checkbox"/> False |
| 37. | I always give everything 100%.   | <input type="checkbox"/> True | <input type="checkbox"/> False |
| 38. | I have confidence in my ability to achieve results within expected timeframes.   | <input type="checkbox"/> True | <input type="checkbox"/> False |
| 39. | I am clear in my mind as to why Customs would be a preferred employer for me and how I would be of benefit to Customs.         | <input type="checkbox"/> True | <input type="checkbox"/> False |

**If you answered Yes or True to all questions:**

It is likely that you might have the attitudes and experience that match the role requirements of being a Customs Officer.

**If you answered No or False to any question:**

There may well be aspects of the job that will cause you stress, your own skills might not be well aligned with this type of work, or it might simply be outside your interests or abilities at this time.

Reread the materials, do some more research and give this serious consideration. To talk through any aspect of your fit with this checklist, you are welcome to contact our Recruitment Centre, on 0508NZCUSTOMS (0508692878) or email [recruitment@customs.govt.nz](mailto:recruitment@customs.govt.nz) - this is the time to decide.