



**OFFICE OF THE  
TAX OMBUD**  
*Ensuring fairness*

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We are looking for a highly motivated, competent and professional individual to form part of our dedicated team. If you are passionate about Tax and are interested in promoting taxpayers' rights, including dealing with taxpayers' complaints, and meeting the minimum job requirements, kindly respond to the following vacant position by stating the correct reference number. Send your detailed **CV (ONLY) IN WORD or PDF** to: [recruitment@taxombud.gov.za](mailto:recruitment@taxombud.gov.za) on or before: **9 September 2022 at 12h00.**

## **INTERNAL / EXTERNAL ADVERTISEMENT**

**Reference Number:** OTO: 2022/02

**Job Title:** Operational Specialist: Complaints Resolution

**Grade:** 06

**Position Reports to:** Manager: Operations

**Division:** Tax Ombud

**Location:** Menlyn - Pretoria

### **Job Purpose:**

To conduct end-to-end complaints resolution in an effective and efficient manner

### **Duties:**

#### **Process**

- Identify and resolve complaints and problems timeously, apply discretion in line with process guidelines provided, and escalate unresolved problems.
- Be observant, engage in possible violations of procedures and standards of conduct, and escalate where necessary.
- Effectively utilise resources allocated to the job in order to perform contracted work outputs and report on and escalate any shortfalls.
- Plan and organise own work tasks within area of work.

- Ensure that completed work adheres to relevant policies, procedures, governance and legislative requirements and report on deviations & discrepancies.
- Correctly apply policies, practices, standards, procedures and legislation in the delivery of work outputs.
- Perform operations in the specialised area to technical specifications and contribute to operational result delivery within predefined standards.
- Use practical and applied knowledge and judgement to arrive at decisions.
- Develop and maintain productive working relationships with peers and SARS role players to achieve predefined objectives.
- Apply practical and applied knowledge and act authoritatively on methods, systems and procedures to identify trends and potential risks.
- Provide reports with recommendations applicable to the area of specialisation.

### **Governance**

- Ensure that completed work adheres to relevant policies, procedures, governance and legislative requirements and report on deviations & discrepancies.
- Implement and provide input into the development of governance, compliance, integrity and ethics processes within the area of specialisation.

### **People**

- Develop and maintain productive working relationships with peers and team members to achieve predefined objectives.
- Search for, integrate and share new knowledge attained through formal and informal learning opportunities in the execution of your job.

### **Finance**

- Adhere to specified standards, policies and procedures to prevent wastage of resources and escalate associated risk.

### **Customer**

- Provide authoritative, specialist expertise and advice to internal and external stakeholders.
- Contribute to a culture of service excellence, which builds positive relationships and provides opportunities for feedback and exceptional service.

### **Education and Experience:**

- **Qualification Type:** NQF Level 7: Bachelor's Degree or Advanced Diploma in Accounting, Taxation or Audit.
- 5-7 years' experience in taxation, accounting, or audit, of which 2-3 years ideally at functional specialist level.
- Experience in Customs will be an added advantage.

**The candidate must have the following competencies.**

**Stakeholder Engagement and Management**

Recognises the importance of relationships as a fundamental business resource and makes attempts to build and maintain solid working relationships with others.

**Conceptual Ability**

The ability to identify patterns or connections between situations that are not obviously related and to identify key or underlying issues in a complex situation.

**Honesty and Integrity**

The quality of being upright, truthful, sincere and free from deceit or fraud (H). Guided by values, ability to demonstrate moral judgement and doing the right thing consistently.

**Trust**

Ability to be considerate of self and others.

**Respect**

Ability to be considerate of self and others.

**Problem Solving and Analysis**

Must be able to systematically identify, analyse and resolve existing and anticipated problems to reach optimum solutions in a timely manner.

**Customer Service**

Focuses one's efforts on discovering and meeting customers' or clients' needs.

**Fairness and Transparency**

Build diverse and inclusive workplaces where decisions, practices, processes and transactions are transparent and fair.

**Analytical Thinking**

Understands a situation, issue, and or problem by breaking it into smaller pieces or tracing the implications of a situation in a step-by-step way.

**Accountability**

The acknowledgement and assumption of responsibility for actions, products, decisions, and policies within the scope of the role or employment position.

**Attention to Detail**

The ability to take all relevant details into account to ensure that a task is completed to required standards.