



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

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We are looking for highly motivated, competent and professional individuals to form part of our dedicated team. If you are passionate about customer-centricity, taxpayers' rights and obligations, and meet 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: **12 January 2023 at 12h00**.

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## **INTERNAL & EXTERNAL ADVERTISEMENT**

**Reference Number:** OTO: 2022/03

**Job Title:** Manager: Customer Service

**Grade:** 07

**Position Reports to:** Senior Manager: Operations

**Division:** Tax Ombud

**Location:** Menlyn - Pretoria

### **Job Purpose:**

To formulate tactical strategy, support and implement the overall OTO strategic goals and associated delivery plans related to the business practice area, ensuring practice integration and operational implementation through the achievement of efficient and effective customer experience objectives by identifying and developing processes that promotes customer-centricity.

### **Process**

- Develop and implement a strategy that positions the OTO Contact Centre as the first channel of engagement by taxpayers/complainants.
- Develop strategy and implementation plans supporting Organisational objectives in partnership with the OTO leadership.
- Identify and recommend opportunities for improvement in the Contact Centre service offering to maximise efficiency, productivity and quality of work delivered.
- Develop and provide periodic reports on the Contact Centre performance against set goals and initiatives for performance improvement.
- Provide recommendations for the improvement of Contact Centre systems, standard operating procedures, and delivery plans.
- Identify the trends and their possible impact on the achievement of objectives and recommend possible solutions.

- Develop and implement a staff development plan that will ensure the skills and knowledge of the Contact Centre agents are developed and maintained.
- Deliver service level agreements made with internal and external stakeholders, monitor feedback, and adjust as required.
- Develop and ensure implementation of practices that builds service delivery excellence and encourages others to provide exceptional client service.
- Implement governance, risk, and compliance policy to identify and manage governance and risk exposure liability in the Contact Centre.
- Act as the bottom-line driver of tactical implementation within the context of business unit excellence and performance improvement.
- Direct, control, coordinate and optimise budgeted resources to meet specific objectives and deliver agreed on results and productivity requirements.
- Ensure the development and implementation of practice in alignment with operational policy and procedural frameworks.
- Implement tactical strategy and delivery plans by developing operational activities, ensuring the achievement of operational targets.
- Proactively identify interconnected problems, determine their impact, and use the best-fit alternatives to implement best-practice solutions.
- Provide periodic reports on performance plans and progress on short-term initiatives and use them to realign tactical plan and objectives appropriately.
- Use the insights gained through integrated business reports to measure success and realign tactical strategy implementation objectives appropriately.
- Plan for handling work outputs, pull together interdependent activities and specify priorities, standards and procedures to ensure tactical implementation.
- Recommend changes to optimise processes, systems, policies and procedures, and execute the implementation of change and innovation initiated by the organisation.
- Timeously communicate top-down policy and associated single practice area modification, objective achievement progress and critical success factors to impacted stakeholders.

## **Governance**

- Implement governance, risk, and compliance processes in own practice area to identify and manage governance and risk exposure liability.
- Manage and/or advise on policy translation and application in a specific functional area.
- Implement a quality management process that ensures taxpayers and stakeholders receive professional and consistently high-quality service in resolving their complaints.

## **People**

- Encourage and enable teamwork by enabling collaboration and commitment to pursue set goals.
- Develop and maintain a team capable of operating at its full capability and provide appropriate skills, knowledge, and experience.
- Create a positive work climate and culture to energise employees & give meaning to work, minimise work disruption and maximise employee productivity.
- Translate performance expectations into specific metrics and goals to identify and provide effective services, solve problems, and achieve objectives.
- Plan & implement enhanced organisational efficiency by identifying and addressing development requirements and providing tools for people resources.
- Develop and implement appropriate people capacity plans in line with delivery and efficiency targets, on budget and in partnership with specialised area.

## **Finance**

- Contribute to the development of divisional budgets to minimise expenditures aligned with divisional plans.
- Implement and monitor financial control, management of costs and corporate governance in the area of accountability.
- Draw up a budget aligned to tactical delivery plans, monitor planned vs actual, minimise expenditure and report on cost efficiency.

## **Client**

- Increase OTO services awareness
- Build solid relationships and implement service-level agreements that promote OTO with internal and external stakeholders.
- Manage an integrated service excellence culture, which builds rewarding relationships and provides opportunity for feedback and exceptional service.
- Develop and ensure implementation of practices that build service delivery excellence and encourage others to provide exceptional client service.

## **Education and Experience:**

- Qualification Type: NQF Level 7: Bachelor`s Degree or Advanced Diploma
- Academic Field: Business Management
- 8-10 years' experience in a customer service environment or similar dealing with tax matters.
- 3-4 years, ideally at a junior management level.

## **Alternative Qualification**

- National Diploma (NQF 6) and 15 years of customer services experience or similar tax environment.

## **Added Advantages**

- Tax and Audit qualification.

The ideal candidate will have the following competencies:

### **Fairness and Transparency**

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

### **Accountability**

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

### **Accurate Understanding**

Understands thoughts and feelings that are not clearly expressed when the other person has a different background or perspective.

### **Building Customer Loyalty**

Establishes good interpersonal relationships by helping people feel valued, appreciated, and included in discussions. Acts promptly in complex or unstructured situations. Agrees on a clear course of action in non-routine situations.

### **Customer Service**

Identifies broader needs and concerns of the Office of the Tax Ombud's customers and provides services and support to address their needs. Look for ways to go a step beyond meeting the customers' needs and offer additional help or a customised solution. Anticipates customers' needs before they are expressed and proactively addresses them.

### **Building Sustainability**

Creates new quality management systems, doing it the right way. Often, they are built or rebuilt from scratch. Re-engineering or importing best practices or professional disciplines to create a sustainable organisation

### **Business Acumen**

Has a clear understanding of the business implications of each decision made. Shows the ability to focus on the bottom line. Understands the office of the Tax Ombud clientele and is aware of the key stakeholder's activities. Usually aligns actions with the organisation's strategic goals. Usually applies a cost-benefit approach to work.

### **Championing the Mandate**

Takes initiative to do what is right for OTO and its mission. Makes extra effort beyond the normal requirements of the job. Proactively takes on or initiates tasks that may be unpleasant or challenging for self or subordinates to further OTO mission.

### **Honesty and Integrity**

The quality of being upright, truthful, sincere, and freed from deceit or fraud. Guided by the Office of the Tax Ombud values, the ability to demonstrate moral judgement and doing the right thing consistently

### **Developing Others**

Develops the technical skills and leadership abilities of the office of the Tax Ombud contact centre personnel to create sustainable delivery capability.

### **Driving for Excellence**

Provides transparency and openness about performance, goals, standards and measures and gives ongoing objective feedback against clear standards

**Tax Knowledge**

Depth of understanding on tax-related issues and the ability to mentor and coach others on technical matters with the purpose of ensuring that the Office of the Tax Ombud is interpreting and applying the legislative framework effectively and accurately.

**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