



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 have an interest in promoting taxpayers' rights 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 on or before: **24 March 2023 at 12h00**.

INTERNAL / EXTERNAL ADVERTISEMENT

Reference Number: OTO: 2023/03

Job Title: Operational Specialist: Complaints Resolution

Grade: 06

Position Reports to: Manager: Operations

Division: Office of the Tax Ombud

Location: Menlyn - Pretoria

Job Purpose:

To conduct end-to-end tax complaints evaluation, review and resolution in an effective and efficient manner

Duties:

Process

- Identify and resolve tax complaints and problems timeously, apply discretion in line with process guidelines provided and escalate unresolved problems.
- Be observant and engage on possible violations of procedures, processes 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 tasks within the area of work.
- Ensure that completed work adheres to relevant policies, procedures, governance and legislative requirements and report on deviations and discrepancies.
- Correctly apply policies, practices, standards, procedures and legislation in the delivery of work outputs.
- Perform operations in a 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 the wastage on resources and escalate associated risks.

Customer

- Provide authoritative tax 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 the functional specialist level.

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 freedom 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 in order to reach optimum solutions in a timely manner.

Customer service

Focuses one's efforts on discovering and meeting the 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 the required standards.