

Customer Service Agent

Purpose

To provide first-line support to taxpayers through various channels and ensure that queries, complaints, and requests are efficiently handled, with the goal of providing a professional, impartial, and high-quality service, in compliance OTO policies and procedures.

Job Details

Minimum Experience:

3 years experience in a similar environment

Minimum Qualification:

Relevant Higher Certificate (NQF 5)

Minimum Functional Requirements:

- Minimum of 3 years of experience in Customer Service, Call Centre, or Administrative Roles.
- Experience in handling complaints, walk-in clients, and dispute resolution is advantageous.
- Knowledge of tax administration processes or SARS procedures is desirable.

Additional Technical Competencies:

Grade of Clearance: Confidential - (a) sensitive information, the unlawful disclosure of which may be harmful to the security or national interest of the Republic or could prejudice the Republic in its international relations;(b) commercial information, the disclosure of which may cause financial loss to an entity or may prejudice an entity in its relations with its clients, competitors, contractors and suppliers. E.g. Taxpayer information.

Alternative Minimum Experience:

4 years related experience

Alternative Qualification:

Senior Certificate (NQF 4)

Outputs

Process

- Communication of transactional outputs and queries in area of work according to policies and quality requirements.
- Contribute to the development and improvement of area specific standards, procedures and processes to ensure continued quality and service improvement.
- Contribute to the successful implementation of change initiatives by providing support in area of work.
- Deliver on contracted performance objectives and escalate unresolved delivery and quality issues to management and process owners.
- Draw on own knowledge and experience to identify and develop solutions that lead to improved service delivery and quality.
- Effectively plan and schedule own activities to continuously improve quality and service delivery in area of work.
- Report on transactional and process activities within set guidelines to provide timely information for decision making.
- Provide taxpayer support and query resolution across all available communication platforms.
- Receive and respond to taxpayer queries and complaints on all the communication platforms and provide clear, accurate, and timely information regarding OTO services, complaint procedures, and taxpayer rights, obligations and entitlements.
- Receive, capture and acknowledge queries and complaints received through interactions with taxpayers and document all interactions in the case management system to maintain accurate records of communications and resolution outcomes.
- Assist taxpayers who visit the OTO in person, offering guidance on the complaint process including lodging complaints against SARS and providing necessary forms or documentation.
- Verify complaint details for completeness and ensure proper categorization for further processing.

- Educate taxpayers on their rights and remedies available when dealing with SARS-related disputes.
- Identify and escalate systemic issues based on trends in complaints and queries received across channels.

Client

- Contribute to a culture of service excellence, which builds positive relationships and provides opportunities for feedback and exceptional service.
- Ensure client satisfaction by delivering a service that is consistent, seamless and error free.
- Engage with taxpayers in a professional, empathetic manner across all communication channels.

Finance

- Adhere to specified policies, standards and procedures to prevent wastage on resources and report violations

Governance

- Comply to set governance and compliance procedures and processes related to an area of work and continuously identify and escalate risks.
- Adhere to confidentiality and ethical standards when handling taxpayer information, ensuring compliance with the Protection of Personal Information Act (POPIA).
- Ensure all interactions comply with OTO policies, guidelines, and service standards.

People

- Drive own performance in order to achieve work outputs in line with required response time, quality and service delivery standards.
- Search for, integrate and share new knowledge attained through formal and informal learning opportunities in the execution of your job.

Behavioural Competencies

- Accountability
- Analytical thinking
- Attention to detail
- Commitment to continuous learning
- Conceptual ability
- Expertise in context
- Fairness and transparency
- Honesty and integrity
- Organisational awareness
- Respect
- Trust

Technical Competencies

- Business knowledge
 - Communication skills (fundamental)
 - Computer literacy
 - Customer relationship management
 - Data collection and analysis
 - Efficiency improvement
 - Functional policies and procedures
 - Query resolution
 - Reporting
 - Service delivery
 - Standard operating procedure compliance
 - Tax knowledge
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