

JOB PROFILE

Ops Specialist: Complaints Resolution

Reference #: RP-2026-04

Purpose

To conduct end to end complaint resolution process effectively and efficiently within the Operations Unit, while ensuring the correct application of tax legislation.

Job Details

Job ID:
21006468

Theme of Work:
Operational Optimisation Specialisation - H2(S)

Job Family:
Customer Service

Minimum Experience:
5 - 7 years' experience in a similar environment, of which 2 - 3 years at a technically skilled level

Alternative Minimum Experience:
10 years related experience, of which 2 - 3 years at a technically skilled level

Minimum Qualification:
Relevant Bachelor's Degree / Advanced Diploma (NQF 7)

Alternative Qualification:
Senior Certificate (NQF 4)

Leadership Level:
Junior Management (JM)

Additional Technical Competencies:

GOC 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

Outputs

Process

Behavioural Competencies

Accountability (V)

Level 2

Competency Definition:

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

Behavioural Indicators:

Be pro-active and part of the solution. Take personal ownership of the things that are within your control. Be consistent in doing the right thing in all aspects of your job. Build a sense of personal and social obligation to contribute meaningfully to your work, the work of SARS and the society at large. Admits own mistakes and weaknesses and seeks help from others when unable to deliver. Challenges individuals openly and constructively about compliance and performance problems, adopting a firm but fair stance. Outlines goals and assesses workgroup progress towards goal achievement. Takes appropriate measures to address performance shortcomings. Be responsible for producing quality work within the expected timelines and or standards.

Analytical Thinking

Level 2

Competency Definition:

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

Behavioural Indicators:

Identifies the cause and effect relationship between two aspects of a situation. Separates situations into two parts: pros and cons. Sorts out a list of tasks in order of importance.

Attention to Detail

Level 2

Competency Definition:

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

Behavioural Indicators:

Anticipates future details that may have to be taken into account to complete tasks and meet standards and takes steps to ensure that these are dealt with.

Commitment to Continuous Learning

Level 2

Competency Definition:

Commitment to continuous learning is the commitment to think about current and future development needs

Behavioural Indicators:

Seeks out new approaches, tools, methods and/or technologies in own field of expertise by reading, talking to others inside and outside the organisation, attending industry seminars or conferences. Keeps up to date with the new trends in field of expertise.

Conceptual Ability

Level 2

Competency Definition:

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

Behavioural Indicators:

When looking at information, sees patterns, trends, or missing pieces. Notices when a current situation is similar or dissimilar to a past situation, and identifies the similarities and/or differences.

Customer Service

Level 2

Competency Definition:

Focuses ones efforts on discovering and meeting the customers or clients' needs

Behavioural Indicators:

Proactively seeks information about the real, underlying needs of the customer, beyond those expressed initially.

Expertise in Context

Level 2

Competency Definition:

Degree to which one possesses definitive technical and or fundamental understanding of the business

Behavioural Indicators:

Proficiently uses technical knowledge and terminology. Accurately answers complex, technical questions from internal customers or others.

Fairness and Transparency (V)

Level 2

Competency Definition:

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

Behavioural Indicators:

Build a sense of personal and social obligation to contribute meaningfully to your work, the work of SARS and the society at large. Admits own mistakes and weaknesses and seeks help from others when unable to deliver. Uses work time for organisational matters and not for personal matters. Be a role model in leaving the SARS values to colleagues and partners. Review transactional procedures to ensure fairness and transparency in terms of application. Treat people fairly and without prejudice or bias or make realistic commitments. Reward and acknowledge people for their contribution, based on merit.

Honesty and Integrity (V)

Level 2

Competency Definition:

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 (I).

Behavioural Indicators:

Admits own mistakes and weaknesses and seeks help from others were unable to deliver. Conducts self in accordance with organisational values. Deals promptly, and in the interest of the organisation, in situations where conflict of interest arises. Establishes trust and shows confidence in others. Honours the confidentiality of matters and ds not use it for personal gain or the gain of others. Reports fraud, corruption, nepotism and maladministration. Are unwilling to consider change to practices and approaches unless supported by authorised frameworks, rules and regulations. Appropriately challenge assumptions and unhelpful behaviour.

Organisational Awareness

Level 2

Competency Definition:

Knowledge of own organisations, policies, procedures, services, products and business operating model.

Behavioural Indicators:

Understands organisational culture and practices. Decisions reflect organisational awareness. Makes good use of both formal and informal channels to achieve results. Builds the necessary alliances across the organisation.

Problem Solving and Analysis

Level 2

Competency Definition:

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

Behavioural Indicators:

Ensures that decisions are made based on policies, rules, and organisational directives in order to solve problems in the best interests of all stakeholders. Demonstrates an ability to quickly assess a situation and determines best operational strategy for resolution.

Respect (V)

Level 2

Competency Definition:

Ability to be considerate for self and others.

Behavioural Indicators:

Does not intimidate others in an aggressive or overpowering way. Listen to others and you show that you value and respect their input. Manage your reactions to situations professionally and calmly. Know & understands the dress code, act in appropriate manner as outlined in the code of conduct. Know and understand how your behaviour can be interpreted and consider the impact you have on others. Refrain from using inappropriate language. Have a responsibility to speak out when you are aggrieved, using the relevant remedial processes. Build a sense of personal and social obligation to contribute meaningfully to your work, the work of SARS and the society at large. Uses work time for organisational matters and not for personal matters.

Stakeholder Engagement and Management

Level 2

Competency Definition:

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

Behavioural Indicators:

Implements programmes designed to strengthen relationships with specific stakeholders. Creates and nurtures important work contacts. Shares relevant information to create common ground. Seeks to understand requirements, gathering extra information when needs are not clear. Understands the differing needs of stakeholders and adapts own service accordingly.

Trust (V)

Level 2

Competency Definition:

Firm belief in the reliability, truth or ability of someone or something.

Behavioural Indicators:

Practices transparency and openness to one's ideas and feelings. bides by social, moral, professional and organisational ethics and the SARS's values and principles.

Technical Competencies

Business Knowledge

Level 2

Competency Definition:

Activities, tasks and practices associated with obtaining and using high level of knowledge in business areas, functions and products.

Behavioural Indicators:

Experience in liaising with peers in the business. Is respected and consulted by business area peers. Can propose business or system solutions to business issues.

Conflict Resolution

Level 2

Competency Definition:

The extent to which one can avert, manage, and resolve conflicts of varying magnitudes among individuals and groups

Behavioural Indicators:

Encourages calm dialogue among others when faced with differing point of views. Considers concerns, issues and objections of others. Remains calm when faced with an escalating conflict. Listens to differing points of view and promotes mutual understanding. Takes a lead role in motivating work group members to resolve existing conflict, works to resolve personal issues and/or conflicts effectively with or without interference from others. Identifies shared areas of interest among involved parties, while maintaining objectivity in situations that involve personal conflict of interest.

Customer Relationship Management

Level 2

Competency Definition:

Able to demonstrate concern for customer expectations and needs

Behavioural Indicators:

Responds to a customer enquiry or problem in a timely and effective manner. Takes customer issues to the appropriate people within the organisation to obtain the most accurate information to meet customer needs. Coaches others to forge relationships with customers and add value. Anticipates how plans and actions of the business will affect the customer in the short term.

Data Collection and Analysis

Level 2

Competency Definition:

Ability to determine trends from raw data to assist decision-making in various aspects of work at SARS

Behavioural Indicators:

Defines the most appropriate means of data collection. Develops formats for data collection. Defines the most appropriate internal and external data/information sources. Identifies key facts in an array of data. Recognise when pertinent facts are incorrect, missing, or require supplementation or verification. Breaks down data into component parts to understand the nature and relationship of the parts. Demonstrates a broad knowledge of statistical data-handling techniques. Undertakes more comprehensive analysis of data/information but is not required to draw conclusions.

Efficiency improvement

Level 2

Competency Definition:

Contribution to improving the operational efficiencies within the team, incl. re-evaluation of processes, policies, procedures and provision of recommendations to enhance operational efficiency

Behavioural Indicators:

Partakes in process, policy, procedure review activities to identify and address gaps.

Functional Policies and Procedures

Level 2

Competency Definition:

The knowledge and interpretation of the functional policies and procedures, including monitoring their consistent application internally within SARS.

Behavioural Indicators:

Is capable of measuring consistency of policy application. Knows how to conduct post-implementation analysis and recommends appropriate changes to policies and procedures.

Reporting

Level 2

Competency Definition:

Ability to create reports for various SARS stakeholders as relevant, in a lucid and effective manner, keeping in mind the purpose of the reports.

Behavioural Indicators:

Sourcing of data using more advance methods, producing less than obvious business data, information and statistics. The ability to identify critical reporting factors and to write, develop templates and present reports. Able to prepare both standard and non-standard assessment reports to time and quality standards. Able to collate and analyse readily available data for inclusion in a report.

SARS Systems Products

Level 2

Competency Definition:

The appropriate use of SARS Systems and methods to convert, store, protect, process, transmit and retrieve information

Behavioural Indicators:

Transaction management, navigate within business area - ability to troubleshoot the compatibility of SARS's systems with other operating systems and resolve queries.