

JOB OPPORTUNITIES

In line with our corporate priorities aimed at ensuring optimization of revenue collection and increased tax compliance on one hand and the need to effectively manage the numerous challenges and opportunities in the fast-changing business environment on the other, we are seeking highly motivated, result-oriented, well-qualified and experienced professionals to fill the following Senior Management vacancies:

1. DIRECTOR – REGIONAL OFFICES - GRADE ZRA02 (2 POSITIONS)

- (a) Northern Region to be based in Ndola
- (b) Southern Region to be based Lusaka

PURPOSE

Reporting to the Commissioner – Domestic Taxes, the job holder will be responsible for provision of a segmented service to medium, small and informal taxpayers via a provincial office network. The job holder will provide all basic service-related business processes as well as a range of compliance activities and across all ZRA tax types (including both Customs and Domestic Taxes).

KEY RESPONSIBILITIES

- Implement the work plans and strategies for taxpayer registration and education
- Forge strategic partnerships with identified stakeholders in consultation with Director - Tax Business Policy and Support
- Recommend policy changes to Director - Tax Business Policy and Support
- Ensure proper accountability of all submitted returns by enforcing policies and procedures
- Establish and maintain up to date records of debt position on all ISMTO taxpayers
- Charge penalties and notify taxpayers on penalties generated for late filers
- Recommend policy changes to Director - Tax Business Policy and Support
- Ensure the recovery of unpaid taxes from non-compliant taxpayers through devising strategies, improving compliance, enhancing enforcement and managing the cost of collection.
- Implement audit and debt recovery plans for all tax types administered.
- Implement Compliance audits on all tax types administered and to get the same levels of compliance attention (based on e.g., revenue at risk) or access to services nationwide.
- Allocate resources to programs and work areas based on data e.g. revenue contribution (compliance) or taxpayer numbers (service requirement).
- Control of all the support resources serving the region office.
- Ensure the best possible managerial accountability with most of the “operational” staff at provincial or town offices with a dotted reporting line to their business process manager at Head Quarters.
- Ensure that staff at stations are used flexibly and assist in other work areas
- Undertake any tasks/duties as may be delegated by the Commissioner General and Commissioner – Domestic Taxes.

REQUIREMENTS

- Grade 12 School Certificate or General Certificate of Education (GCE) equivalent;
- First Degree in Economics, Business Administration, Commerce or Full ACCA/CIMA/CA or equivalent.
- A Master's Degree in Economics, Financial Management, and/or Business Administration will be an added advantage.
- Minimum of 10 years post qualifying experience with 5 years at Middle Management Level;
- Demonstrate capacity to apply specialized knowledge and skills to identify appropriate responses to strategic management issues and policy objectives for the management of risks to enhance compliance and revenue performance.
- Excellent knowledge and understanding of the Informal Sector, Small and Medium Taxpayers
- Detailed knowledge and understanding of the Domestic Taxes and Customs operational procedures and Internal Management Control Systems.

SKILLS AND ATTRIBUTES

- Strong leadership and Management skills
- Self-Motivation
- Good personal organisation
- Good Interpersonal skills
- High level of analytical ability
- Very good sense of judgement
- High standard of integrity
- Strong Communication skills
- Coaching and Influencing skills
- Presentation skills
- Customer service orientation
- Confident and a good role model with high credibility both personally and professionally

2. DIRECTOR – LARGE AND SPECIALISED TAXPAYER OFFICE GRADE ZRA02 (1 POSITION)

PURPOSE

Reporting directly to the Commissioner Domestic Taxes and as head of Large and Specialised Taxpayer Office (LSTO), Domestic Taxes, the job holder is expected to provide leadership and advice on policy and strategic direction of LSTO and to manage Domestic Taxes Division and to ensure prompt assessment and optimal collection of all types of domestic taxes under LSTO due from taxpayers in line with set targets and the Authority's Strategic Objectives.

KEY RESPONSIBILITIES

- Plan, Coordinate, Control and Manage the Domestic Taxes – Large and Specialized Taxpayer Directorate to ensure that the directorate's and division's output and strategic plans are

achieved;

- Deliver the set revenue targets and optimize business processes from the segment.
- Ensure effective staff management so as to lead a motivated, disciplined and high performing team
- Ensure effective service delivery to clients so as to achieve improved customer experience and public perception of the institution
- Effectively manage the tax agents appointed for the collection of taxes
- Forge strategic partnerships with identified stakeholders in order to enhance tax compliance and service delivery
- To provide objective, clear, concise, factual, value adding and timely advice on taxes from Large, Specialised Taxpayers to the Commissioner - Direct Taxes and other divisional heads, taking into account the impact of such advice on revenue measures and the Zambia Revenue Authority or Government's strategic goals;
- Ensure that policies and procedures are implemented in accordance with the legislation so as to provide efficient, cost-effective collection and accounting procedures for taxpayers;
- Assist in the finalization of rulings on objections lodged against Domestic Taxes assessments.
- Undertake any tasks/duties as may be assigned by the Commissioner General and Commissioner – Domestic Taxes. From time to time.
- Manage staff of the directorate covering all the (service) business processes and all the compliance processes (including audit and debt recovery).
- Manage Customer / Compliance relationship and engage with a subsegment of the LTO taxpayers to encourage voluntary tax compliance.

REQUIREMENTS

- Grade 12 School Certificate or General Certificate of Education (GCE) equivalent;
- First Degree in Economics, Business Administration, Commerce or Full ACCA/CIMA/CA or equivalent.
- A Master's Degree in Economics, Financial Management, and/or Business Administration will be an added advantage.
- Minimum of 10 years post qualifying experience with 5 years at Management Level;
- Demonstrate capacity to apply specialized knowledge and skills to identify appropriate responses to strategic management issues and policy objectives for the management of risks to enhance compliance and revenue performance.
- Excellent knowledge and understanding of the large taxpayers and Specialized sectors as Telecommunication, Finance and Insurance.
- Detailed knowledge and understanding of the Direct Taxes and Indirect Taxes operational procedures and Internal Management Control Systems.
- Experience in audit of specialized sectors such as Telecommunications, Financial services, and Multinational Enterprises

SKILLS AND ATTRIBUTES

- Strong leadership and Management skills
- Self-Motivation
- Good personal organisation
- Good Interpersonal skills
- High level of analytical ability
- Very good sense of judgement
- High standard of integrity
- Strong communication skills
- Coaching and Influencing skills
- Presentation skills
- Customer service orientation
- Confident and a good role model with high credibility both personally and professionally

Only candidates meeting the above role specifications and competencies should apply by attaching a detailed Curriculum Vitae which should include details of town of residence, contact phone numbers/email addresses, date of birth, NRC number, three work related referees with their contact numbers and email addresses.

Kindly attach only relevant copies of your certified academic/professional qualifications and a copy of NRC, Day time and reachable telephone and/or mobile numbers/email addresses should be clearly stated and ensure they are saved in one file.

Applications should be submitted to the provided email address below not later than Friday, 12th January, 2024. Note that hard copy applications will not be accepted.

Email: ZRASMMCareers@zra.org.zm

Please include the following address in your application:

**The Commissioner General
Zambia Revenue Authority
P. O. Box 35710
LUSAKA**

Call Centre

☎ 4111

✉ advice@zra.org.zm
www.zra.org.zm