



VACANCY NOTICE

Applications are invited from suitably qualified persons to fill the following posts within the Zimbabwe Revenue Authority (ZIMRA) – an equal opportunity employer.

HEAD INFRASTRUCTURE (CONSTRUCTION) PROJECTS– LEVEL 4 (1 Post)

Key Responsibilities

- Prepares designs in line with user requirements before all the approvals are done and in accordance with the applicable laws and procedures.
- Procures the services of project consultants and contractors for construction projects before their commencement.
- Supervises the execution of construction projects in line with the project time lines.
- Prepares Project Initiation documents for prioritised and approved projects.
- Formulation of the divisional strategic plan before submitting it to the Executive Management and the ZIMRA Board for approval.
- Co-ordinates the preparation of construction projects (buildings and related structures) expenditure requirements by divisions before they submit to the Infrastructure Development division.
- Prepares and coordinates preparation of divisional weekly, monthly, quarterly and annual operational reports and projects progress reports.

Job Skills and Competencies

- Ability to work both independently and as part of a team.
- Strong leadership skills and ability to communicate effectively in written and spoken language and strong interpersonal skills.
- Good organisational and time management skills.
- Ability to interact with various departments such as Legal, Compliance, Audit and internal stakeholders in Information Technology.

Qualifications and Experience

- A degree in Civil Engineering or Electrical Engineering or equivalent. A member of a professional body.
- Good knowledge of Project Management, Prince 2 project management methodology.
- Good analytical skills and high levels of efficiency and performance on the job.
- At least five (5) years' experience in a similar position or role.

CONTACT CENTRE SUPERVISOR– LEVEL 9 (2 Posts)

Key Responsibilities

- Plan and direct the daily activities of the contact centre and in consultation with the Contact Centre Manager to establish key targets and output for contact centre.
- Schedule agents appropriately in line with traffic demands and monitors their adherence to schedule.
- Recommend measures that promote timeous and accurate resolution of clients issues.
- Recommend improvements and/ or adoption of new service standards in line with market trends and client demands.
- Recommend training programs from identified gaps to Contact Centre Manager.
- Liaise with relevant departments on client's complaints, enquiries and compliments with a focus to improve service delivery and identify any contact centre processes that may need reviewing.
- Resolve and manage grievances, interpersonal conflicts and relations within the contact centre.
- Identify training needs for contact centre agents and recommend training programmes for agents to keep abreast with technological developments.
- Compiles daily, weekly and monthly reports for end of shift agent performance, service level, traffic drivers, escalated queries and turnaround times for resolution and quality monitoring.

Job Skills and Competencies

- Ability to work both independently and as part of a team.

- Strong leadership skills and ability to communicate effectively in written and spoken language and strong interpersonal skills.
- Good organisational and time management skills.

Qualifications and Experience

- A degree in Sociology/ Psychology/ Fiscal Studies/ Economics/ Business studies/ Business management/ Accounting/ Marketing or equivalent.
- Three (3) years in a contact centre, client care or customer service environment.

REVENUE SPECIALIST LARGE CLIENTS OFFICE (LCO) – LEVEL 9 (85 Posts)

Key Responsibilities

- Offers specialised service to all taxpayers with respect to all tax heads.
- Processes requests for exemptions and roll-overs in respect of Capital Gains Tax and schemes of reconstruction (most of which are complex and may involve cross border transactions).
- Provides technical advice and client relationship services to both internal and external clients.
- Conduct workshops, key taxpayer and stakeholder engagements.
- Processing of refunds.
- Negotiates and approves settlement terms (per approval threshold) for payment of outstanding tax revenue including VAT Refunds set-offs.
- Carries out tax audits such as desk audits, project based audits, comprehensive audits, VAT refund audits and Transfer Pricing audit cases.
- Prepares objection reports.
- Prepares the draft Commissioner's case for court appeal cases in liaison with legal.

- Researches, reviews and recommends alignment of practice notes and procedures with the changes in legislation.
- Periodically prepares taxpayer education articles such as pamphlets, public notices and Taxman corner articles.
- Reviews operational systems to ensure adherence to set procedures and regulations.
- Designs, reviews and recommends approval of forms in line with legislation changes.
- Compiles and analyses section reports including Audit Logs, Risk registers and Business Continuity Plans.
- Any other duties as may be delegated.

Job Skills and Competencies

- Good interpersonal and negotiating skills.
- Computer literacy (SAP, ASYCUDA, Ms Excel, Ms Word, PowerPoint).
- Good analytical, decision making, planning and mentoring skills.
- Self-starter and ability to work with minimum supervision.
- High levels of integrity.
- Ability to work under pressure.

Qualifications and Experience

- A degree in Accounting / Business Studies / Business Management / Economics / Fiscal Studies; OR a Higher National Diploma in Accountancy or Business Studies; OR a professional qualification such as ACCA, CIMA, CIS.
- At least five (5) years post traineeship working experience in a Domestic Taxes environment.
- Thorough knowledge of Domestic Taxes legislation and procedures.
- Knowledge of the SAP system is an added advantage.

Interested candidates should submit applications, accompanied by a detailed Curriculum Vitae by **27 January 2023**, All applications should be emailed to: **ZimraRecruitment@zimra.co.zw** clearly stating the position applied for and addressed to:

The Director, Human Capital
Zimbabwe Revenue Authority
6th Floor ZB Centre
Corner First Street / Kwame Nkrumah Avenue
P. O. Box 4360 HARARE

Please note that only shortlisted applicants will be responded to and females are encouraged to apply.



