



Revenue Services
Lesotho

Exciting Career Opportunity at the Revenue Services Lesotho (RSL)

POSITION: COMMISSIONER CLIENT SERVICES

The Revenue Services Lesotho was established by an Act of Parliament in 2001 and became operational in 2003. The RSL has a five year strategy in place for 2018 – 2023 themed “Rea Aha – We are building”. The Guiding Policy for this Strategy is “Building Voluntary Compliance by harnessing strategic partnerships and developing business acumen”. The purpose of Rea Aha Strategy is to achieve four outcomes: Improved Revenue; Improved Quality of Service; Automatic Compliance and Reduced Cost of Collection.

The RSL has become known as one of the most professionally exciting and challenging employers in Lesotho. Service first, we care, we are responsive, and shared ownership are our corporate values providing for the organization’s overarching approach to its bigger mission and vision.

The RSL is searching for experienced, passionate, energetic and resilient Lesotho Citizens to occupy the position of **Commissioner Client Services**. The position provides excellent career opportunities for suitable candidates who can make a difference to the dynamic RSL Team through remarkable leadership and contribution towards revenue services in Lesotho.

1. Purpose of the Job

To provide strategic direction to the Client Services Division through provision of effective and efficient services to clients in order to promote service culture, maximization of revenue collection, encouragement of voluntary compliance and reduction of compliance costs.

2. Key Responsibilities: Strategic Leadership

- ❖ Oversee operations of the Client Service Division and the development, implementation, performance monitoring and evaluation of Divisional strategies, plans and procedures for effectiveness and efficiency of all Service Centres.
- ❖ Set and clarify goals for the achievement of strategic and operational objectives and ensure commitment and accountability for agreed results.
- ❖ Mentor and coach direct reports through setting performance targets, giving feedback and confronting limitations in performance and supporting staff to improve

- ❖ Lead the development of talent within the Division through identification of performance and capability gaps and putting in place measures to close these
- ❖ Identify, plan for and drive change in the Division and ensure alignment with change management plan of the organization
- ❖ Oversee the processes of allocation of Divisional resources and internal processes to respond to service requirements
- ❖ Communicate Divisional strategies with other Divisions and liaise with external stakeholders for exchange of information and soliciting support for implementation of initiatives
- ❖ Collaborate with colleagues within management to ensure achievement of organizational strategic priorities
- ❖ Uphold the core values of the RSL within the Division in order to create a value driven culture.

Client Services:

- ❖ Develop policies and strategies that promote service culture, voluntary compliance and increase client satisfaction
- ❖ Devise and implement systems and processes for managing relationships with clients and resolving complaints in order to improve the customer experience.
- ❖ Design and implement interventions that ensure a responsive and efficient service to clients by taking initiative to understand clients' needs.
- ❖ Oversee the processes and systems for collection of taxes, customs and excise duties to enhance revenue collection.

Strategic Management:

- ❖ To effectively and efficiently exercise delegated legal powers in order to administer and implement the provisions of the Revenue Laws, and advise Commissioner General on the need for review of the same laws.
- ❖ Participate in and contribute to the development and execution of the RSL strategy.
- ❖ Lead the process of developing and implementing annual Divisional Plans to ensure alignment and coordination with the organizational strategy.
- ❖ Ensure alignment of Divisional strategic initiatives with best program and project management practices to achieve strategic outcomes.
- ❖ Maintain collaborative leadership within the Division towards achievement of staff engagement, motivation and therefore high level of buy-in in Divisional and organizational priority initiatives.
- ❖ Identify, measure and mitigate strategic risks that may impact on Divisional plans.

- ❖ Develop a full understanding of, and therefore lead the Division in, the 4DX (Four Disciplines of Execution) framework in order to ensure effective execution of strategic priorities.

Policy, System and Controls:

- ❖ Participate in and contribute towards preparation of tax policy proposals that support the fiscal strategies of the Government of Lesotho.
- ❖ Develop efficient systems and procedures to monitor Divisional performance indicators in all areas and take timely corrective measures in order to ensure effectiveness of the Division.
- ❖ Identify areas which require policy development and lead the process of development of operational policies, procedures and frameworks.

Reporting:

- ❖ Produce Divisional reports on implementation of Divisional initiatives for accountability and performance monitoring.
- ❖ Develop reporting standards to ensure uniformity and consistency in reporting.

3. Core Competencies: Behavioural and Technical

- ❖ Interpersonal Skills
- ❖ Business acumen
- ❖ Strategic agility
- ❖ Lead from the front
- ❖ Good communicator and negotiator
- ❖ Judgment and decision making

4. Qualification and Experience

- ❖ Master's Degree in Customer Relations/Marketing/Sales/ MBA with Marketing or Sales or equivalent. Seven (7) years work experience, five (5) of which must be a senior management experience in Marketing or Customer Relationship.
- ❖ Degree in Customer Relations/Marketing/Sales/BCom Marketing or Sales or equivalent. Ten (10) years work experience, seven (7) of which must be a senior management experience in Marketing or Customer Relationship.

5. Professional Certification

- ❖ Any related and recognized professional certification.

6. Essential Additional Training Required

- ❖ Leadership and Management Development
- ❖ Tax and Customs legislation
- ❖ Customer Care
- ❖ Service excellence
- ❖ Strategic Management

7. Professional Background Required

- ❖ Senior marketing background and experience
- ❖ Experience in management of diverse teams and consensus building
- ❖ Demonstrated experience in building relations and delivering proactive client services
- ❖ Proven experience developing innovative solutions for business needs.
- ❖ Demonstrated ability in thinking outside of the box.

8. Technical and Functional Competencies

- ❖ **Driving for results** – a strong commitment to make service performance improvements and a determination to achieve positive service outcome for clients.
- ❖ **Collaborative leadership** – ability to bring appropriate people together in constructive ways, to create authentic visions and strategies for addressing shared concerns through inclusive decision making.
- ❖ **Customer centric** – ability to create a positive client experience at a point of service.

9. Remuneration Package

The RSL offers attractive competitive market related remuneration package and incentives, commensurate with the demanding requirements of the role.

8. How to Apply:

If you are a qualifying candidate and capable for strategic leadership level role, you should send an application letter, a detailed CV, names of two referees and certified copies of educational certificates and transcripts addressed to:

The Commissioner General
Revenue Services Lesotho
Ground Floor Finance House Building
Government Office Complex
Kingsway
Maseru 100

Application submission details: ask_iggle@iggleconsulting.com or gerard@iggleconsulting.com on or before close of business on Thursday, 24th November 2023.

Enquiries may be directed to Mr. Mofolo on (+266) 62207874 / +266 5716 6770

For a detailed job description for this position, visit our website at: rsl.org.ls

Disclaimers:

- ❖ *Applications received after the closing date will not be considered.*
- ❖ *Correspondence will be directed to short-listed candidates only.*
- ❖ *Selection interviews for short-listed candidates will be at a date, time and place determined by RSL.*
- ❖ *Short-listed candidates will be required to authenticate information provided in the CV.*
- ❖ *RSL reserves the right to leave an advertised position unfilled if no suitable candidate is identified.*
- ❖ *The employment of successful candidate is subject to 'fit and proper' clearance.*

