



**Revenue  
Services  
Lesotho**

**Career Opportunities within the Revenue Services Lesotho**

The Revenue Services Lesotho was established by an Act of Parliament in 2001 and became operational in 2003. The purpose of our existence is to **Positively impact Basotho’s livelihoods** by investing in our people and technology. The RSL has therefore put in place a three-year strategy for 2024 – 2027 themed “**Lesokoana**”.

Improved Employee experience, Value-driven Processes, Digitalization and Combined Assurance are our strategic pillars building up to the real RSL value. We are therefore known as one of the most professionally exciting and challenging employers in Lesotho.

The RSL is searching for experienced, passionate, energetic, and resilient Lesotho Citizens to occupy the position below. The positions provide 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.

**RE-ADVERTISEMENT**

<b>POSITION</b>	<b>SUMMARY OF PURPOSE</b>	<b>QUALIFICATIONS &amp; EXPERIENCE</b>
<p><b>1. Deputy Commissioner Priority Client Services (1)</b></p>	<p>Responsible for RSL Priority Client Services Department’s strategic direction aimed at enhancing service delivery, promoting voluntary compliance and increasing revenue performance through innovative service delivery, client responsiveness and account/relationship management.</p> <p><b>Key Responsibilities:</b></p> <ul style="list-style-type: none"> <li>➤ Set Priority Client Services strategic direction towards ensuring its integration with the organizational strategic planning process in collaboration with executive leadership and business partners.</li> <li>➤ Develop a full understanding of, and therefore lead the Priority Client Service department in the OKR framework in order to ensure effective execution of the strategic priorities.</li> <li>➤ Deliver cost-effective Priority Client’s services to meet business needs and be able to respond with agility to changing business priorities.</li> </ul>	<p>Master’s Degree in Marketing /Accounting /Financial Management/ Business Management/ Administration</p> <p style="text-align: center;"><b>Plus</b></p> <p>Five (5) years post qualifying experience in customer relationship management with three (3) years in a managerial position.</p> <p style="text-align: center;"><b>OR</b></p> <p>Degree in Marketing/Accounting/ Financial Management/ Business Management/Administration</p> <p style="text-align: center;"><b>Plus</b></p>

- Lead development and implementation of account management and VIP strategies to improving compliance culture, revenue performance and reduction of the cost of collection.
- Build relationship with Priority Clients to enhance compliance
- Arrange regular meetings with regulatory bodies to gather and address compliance issues for businesses under their authority.

Seven (7) years post qualifying experience in customer relationship management with five (5) years in a managerial position.

**How to apply:** Interested candidates who meet the above criteria should submit **Application Forms found on the RSL website** via email, indicating the name of the position they apply for in the ‘Subject’ area. Applications should be addressed to **Head Human Capital Management, Revenue Services Lesotho** and sent to the following email address; [recruitment@rsl.org.ls](mailto:recruitment@rsl.org.ls)

Please note that hard copy applications and applications not in prescribed forms will not be accepted. The deadline for applications is on Thursday, 31<sup>st</sup> October 2024. **Incomplete or late applications will not be considered.**

For a detailed job description for this position, visit our website at: [www.rsl.org.ls/opportunities/job\\_profiles](http://www.rsl.org.ls/opportunities/job_profiles)