



JOB PROFILE

1. JOB DESCRIPTION

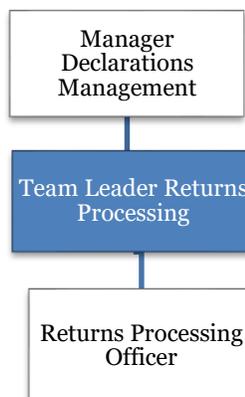
Job Title:	Team Leader Returns Processing
Work Location:	RSL Head Office
Division:	Core Operations
Grade: C3	Last reviewed: September 2021

2. JOB PURPOSE

Responsible for Returns processing Unit through effective supervision and timely implementation of returns processes aimed at maximizing revenue collection and voluntary compliance

3. ORGANISATIONAL STRUCTURE

Organizational structure showing the position with one (1) level above and one (1) below.



4. KEY RESPONSIBILITIES

Key Performance Areas	Duties and Responsibilities:
Supervision	<ul style="list-style-type: none">➤ Plan, manage and control resources within the Unit for efficient and effective allocation and utilization to enhance staff capability and capacity.➤ Plan and direct employee development, performance management processes and programmes➤ Mentor and coach the Unit team through setting performance targets, giving feedback and addressing limitations in performance and supporting staff to improve performance.➤ Implement interventions to ensure a responsive and efficient service to clients.➤ Lead the Returns Processing Unit to improve performance.➤ Supervise Returns Processing Unit during operations to ensure optimum use of resources.➤ Sustain working relationships with external Clients and internal departments to enhance a conducive working environment.➤ Identify and evaluate risks that impact on the Section and implement initiatives for mitigation.
Returns Processing	<ul style="list-style-type: none">➤ Supervise the team in the capturing of returns and payments and updating of clients' ledgers.➤ Allocate tax returns to direct reports for capturing into the system for approval➤ Approve captured tax returns to ensure accurate processing and reliability of data➤ Resolve clients' enquiries and objections and approve processing of adjusting entries in the clients' ledgers➤ Analyse tax returns and alert relevant sections of any delinquents.

	<ul style="list-style-type: none"> ➤ Verify client's compliance and make recommendations for approval on deferred payment and substituted accounting period applications ➤ Identify Clients' needs and provide input to Client Education program
Policies, Systems and Control	<ul style="list-style-type: none"> ➤ Participate in the development of systems, policies and procedure manuals to enhance management and delivery of work in the section
Reporting	<ul style="list-style-type: none"> ➤ Provide monthly and quarterly reports on implementation of sectional initiatives for accountability and performance monitoring.

5. Work Conditions

- Indoor Work
- Meetings
- Beyond normal work hours
- Electronic Mail
- Work from home

6. JOB SPECIFICATIONS

1. Education *(Minimum education level requirements)*

Degree	Commerce / Accounting /Business Management/Economics/ Taxation or related field
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2. Experience *(minimum necessary experience required)*

3 years relevant experience in Taxes or Customs or related field, 2 of which must be in a supervisory role

3. Training *(essential training necessary in addition to the above experience to perform the job)*

- Service Excellence
- RSL Systems
- Tax Legislation
- RSL Tax policies and procedures
- Supervisory skills

4. Supervisor Competencies

Team Leader/Player: actively able to coordinate effective work teams, willingly works in corporation with others to achieve a common goal

Accountable: taking ownership; holding oneself and others accountable for delivery; leading in action to resolve issues, open to feedback and critique

Change Coordinator: proactively identifying and driving change in their unit;

Capability builder: good coach and mentor for their team

Business Builder: takes a holistic view of the unit; thinks, function second first; able to contribute and challenge beyond their functional expertise

Customer centric: anticipates and accommodates partners and customers' needs and designs interventions accordingly

Conflict Resolution: mediates and resolves issues within the team and between the team and other stakeholders.

Business Acumen: keenness and quickness in understanding and dealing with a "business situation" (risks and opportunities) in a manner that is likely to lead to a good outcome

5. Professional Certification

Any relevant and recognized professional certification (*an added advantage*)

6. Core Competencies

Behavioural Competencies

- Decision making
- Collaboration
- Problem solving
- Accountable
- Interpersonal relationships

Functional Competencies (Technical)

- Accounting knowledge
- Knowledge of tax laws
- Client centricity
- Time management
- Analytical Skills
- Data Analytics

7. Values

- Teamwork
- Innovation
- Professionalism
- Integrity
- Empathy