



NAMIBIA REVENUE AGENCY (NamRA)

NamRA is a semi-autonomous state agency established in terms of Namibia Revenue Agency Act, 2007 (Act No.12 of 2017). The primary mandate of the Revenue Agency is to assess and collect taxes and duties on behalf of the State and administer tax, customs and excise laws

Vision: To be a world class Revenue Agency, serving with passion and positively impacting the livelihood of every Namibian.

Values: Integrity, efficiency, diversity, fairness, and agility.

EXTERNAL VACANCIES

DEPARTMENT: STRATEGIC COMMUNICATIONS & SUPPORT ENGAGEMENTS DIVISION: STRATEGIC COMMUNICATIONS AND STAKEHOLDER ENGAGEMENT

Position	Director Supervisor	Job Purpose	Minimum Requirements	Added Advantage	Key Performance Areas
1x Senior Engagement Officer – C4	Manager Strategic Communications and Stakeholder Engagements	To manage and enhance communication and stakeholder engagement strategies across various platforms for NamRA staff and other stakeholders.	<p><u>Qualifications:</u> A Bachelor Degree in Communications / Media Studies / Public Relations or any related qualification (NQF – 7).</p> <p><u>Minimum Experience:</u> Five (5) years relevant experience.</p> <p><u>Professional Registration:</u> A valid Driver’s License.</p> <p><u>Skills required:</u></p> <ul style="list-style-type: none"> - Education techniques. - Engagement Techniques. - Problem Solving. - Computer Skills. - Communication Skills. 		<ul style="list-style-type: none"> • Provide technical support to the Manager regarding stakeholder engagements initiatives. • Coordinate continuous engagements with both internal and external stakeholders. • Responsible for stakeholder invitations to corporate functions and events. • Responsible for proper etiquette for official engagements and streamline interactions with dignitaries. • Advising departments on the best ways of hosting meetings with external stakeholders.

DEPARTMENT: STRATEGIC COMMUNICATIONS & SUPPORT ENGAGEMENTS
DIVISION: CALL CENTRE

<p>1x Switchboard Operator – B5</p>	<p>Call Centre Supervisor</p>	<p>To provide switchboard operations services for the NamRA Call Centre</p>	<p>Qualifications: A relevant Diploma in Secretarial Studies, Office Administration, Office Management, or relevant related field (NQF - 6)</p> <p>Minimum Experience: At least two years in switchboard operations.</p> <p>Skills required:</p> <ul style="list-style-type: none"> - Customer Service skills. - Multi-line phone system - Interpersonal Communication. - Problem solving abilities. - Microsoft packages 	<ul style="list-style-type: none"> • Answer, transfer and direct incoming switchboard calls to the relevant staff/section or suggesting an alternative route when required. • Solve customers’ general queries. • Keep abreast of appointments, new developments and any changes within the responsible divisions. • Performing clerical and administrative tasks, such as updating records, taking down messages, copying, receiving packages, and filing documents • Escalate any switchboard system errors, by inform your immediate supervisor • Updating the company’s internal telephone directory
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Application Procedure:

For applications to be valid, a submission must be made within the stated deadline and should comprise of the following:

- A cover letter, providing a detailed motivation for the position, signed by the applicant.
- An up-to-date detailed curriculum vitae, including at least two professional references.
- Certified copies of the highest academic qualifications attained.
- Foreign qualifications must be evaluated by the Namibia Qualifications Authority (NQA) and proof of evaluation of qualification should be attached.
- Certified copies of Identity Documents and all other supporting documents.

NB: Preference shall be given to Namibian Citizens. Successful Candidates will be required to provide Proof of No Criminal Record (Certificate of Conduct) and no employment misconduct or Dishonesty. All appointments will be vetted in line with NamRA Policies.

Only online applications shall be accepted via the recruitment portal: <https://foresight.visions.com.na/>

Scan this code or click the link to access on-line applications via the recruitment portal.



Applicants that wish to apply for more than one position, must submit a separate application for each position applied for via the online portal. It is essential that each cover letter must reflect the relevant position applied for with a suitable motivation.

In terms of the Affirmative Action (Employment) Act 29 of 1998, qualifying females and persons with disabilities who meet the prescribed advertised requirements are encouraged to apply.

Only short-listed candidates will be contacted, and no documents will be returned to applicants.

DATE ADVERTISED: 23 August 2024

CLOSING DATE: 6 September 2024 at 13:00