



Serving You – Serving the Nation

Re Sebeletsa Uena – Re Sebeletsa Sechaba

EXTERNAL ADVERTISEMENT

COLLECTIONS OFFICERS (2)

Applications are invited from suitably qualified candidates for the position of **Collections Officer**, reporting to Manager – Collections in the Revenue Compliance Division.

The incumbents will be responsible for providing debt office support and debt collection assistance to collection teams, on routine tasks, to maximise revenue collection.

KEY TASKS AND RESPONSIBILITIES:

- Compile a list of all business debtors by reconciling ledger cards with files to establish existing debt
- Undertake collection drives by making phone calls and appointments to facilitate revenue collection.
- Attend to all collection related queries.
- Analyse and take relevant queries solution action in order to satisfy customer needs.
- Liaise with Internal Operations Section.
- Advise on potential reductions or settlements in order to facilitate issuance of clearance certificate.
- Remind taxpayers on outstanding payments and filing of returns by writing letters, making phone calls and visits to enhance compliance with the tax law.
- Prepare weekly statistical reports on collections by outlining activities undertaken for decision making.
- Compile schedules for assignments to be undertaken when required

CORE COMPETENCIES:

- Communication
- Accuracy

- Customer focus
- Computer literacy
- Administrative procedures

EDUCATIONAL QUALIFICATIONS AND EXPERIENCE

- Diploma in Taxation, Accounting, Business Studies or related qualification plus 2 years experience in tax related environment.

Interested candidates should send a covering letter together with a 3-page CV and copies of certified educational certificates and transcripts to:

The Manager-Human Resources Operations
Lesotho Revenue Authority
P.o.Box 1085
Maseru 100

OR

Hand deliver to: **Room 2002**
Human Resources Division
Finance House

The closing date for applications is 24th February 2012. Only short-listed candidates shall be communicated to.