



## JOB PROFILE

### 1. JOB DESCRIPTION

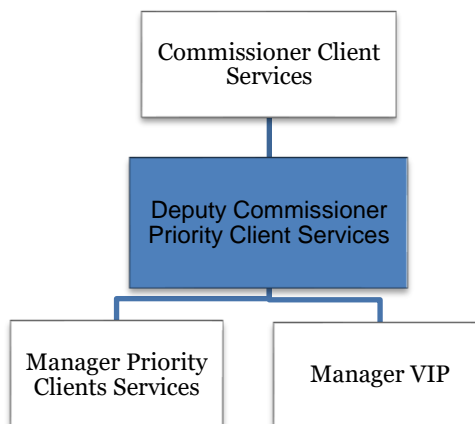
<b>Job Title:</b>	<b>Deputy Commissioner Priority Client Services</b>
<b>Work Location:</b>	<b>RSL Head Office</b>
<b>Division:</b>	<b>Client Services</b>
<b>Grade: D4</b>	<b>Last reviewed: October 2024</b>

### 2. JOB PURPOSE

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.

### 3. ORGANISATIONAL STRUCTURE

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



#### 4. KEY RESPONSIBILITIES

Key Performance Areas	Duties and Responsibilities:
<b>Strategic Management</b>	<ul style="list-style-type: none"><li>➤ Participate in and contribute to the development of the RSL, Divisional and Departmental long-term and short-term strategic direction.</li><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>➤ Lead the process of developing and implementing Priority Client Service Departmental plans to ensure alignment and coordination with the strategic direction taken by the entire organization.</li><li>➤ Align strategic Departmental initiatives with good governance practices to achieve strategic outcomes.</li><li>➤ Identify and evaluate strategic risks that impact on the RSL and the Priority Client Service Department and ensure successful implementation of mitigating initiatives</li><li>➤ Collaborate and communicate departmental strategies with other divisions and external stakeholders for exchange of information on implementation of initiatives</li><li>➤ Create value-driven culture by ensuring that the core values are upheld by staff</li></ul>

<p><b>Leadership And Management</b></p>	<ul style="list-style-type: none"> <li>➤ Maintain collaborative leadership within the Priority Client Service Department towards achievement of staff engagement and motivation.</li> <li>➤ Provide guidance and support to the direct reports in the implementation of Authority's operations in a manner that ensures achievement of the strategic outcomes</li> <li>➤ Advise, build and maintain relationships with other business unit leaders to develop a clear understanding of business needs and create synergies across the authority.</li> <li>➤ Manage individual performance of direct reports through setting performance targets and undertaking regular assessments.</li> <li>➤ Collaborate with Human Capital Management (HCM) to continually look for leading-edge and innovative solutions to the recruitment, capacitation and retention of the Priority Client Service workforce to achieve culture of integrity, ethics and governance objectives.</li> <li>➤ Develop and control annual operating and capital expenditure budget for Priority Client Service to ensure it is consistent with overall strategic objectives of the Authority and is within plan.</li> </ul>
<p><b>Client' Relations</b></p>	<ul style="list-style-type: none"> <li>➤ Deliver cost-effective Priority Client's services to meet business needs and be able to respond with agility to changing business priorities.</li> <li>➤ Lead development and implementation of account management and VIP strategies to improving compliance culture, revenue performance and reduction of the cost of collection.</li> <li>➤ Attend to escalated Clients' complaints, objections and queries by taking appropriate measures.</li> </ul>

	<ul style="list-style-type: none"> <li>➤ Build relationship with Priority Clients to enhance compliance</li> <li>➤ Arrange regular meetings with Associations of business community to discuss compliance issues, challenges that they have that hinder their compliance and agree on the way forward.</li> <li>➤ Arrange regular meetings with regulatory bodies to gather and address compliance issues for businesses under their authority.</li> </ul>
<b>Policies, Systems and Control</b>	<ul style="list-style-type: none"> <li>➤ Lead the development of Priority Client Services policies, systems, processes and procedures in order to encourage voluntary compliance and promote service culture.</li> </ul>
<b>Reporting</b>	<ul style="list-style-type: none"> <li>➤ Provide monthly and quarterly reports on implementation of Priority Client Service strategy and departmental initiatives for accountability and performance monitoring.</li> </ul>

## **5. Work Conditions**

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

## 6. JOB SPECIFICATIONS

### 1. Education *(Minimum education level requirements)*

<b>Degree</b>	Marketing, Accounting, Financial Management, Business Management, or Administration.
<b>Masters</b>	Marketing, Accounting, Financial Management, Business Management, or Administration.

### 2. Experience *(minimum necessary experience required)*

<b>Degree</b>	Seven (7) years post qualifying experience in customer relationship management with five (5) years in a managerial position.
<b>Masters</b>	Five (5) years post qualifying experience in customer relationship management with three (3) years in a managerial position.

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

<ul style="list-style-type: none"><li>➤ Strategic Leadership and Management Development</li><li>➤ Change Management</li><li>➤ Service Excellence</li><li>➤ Strategic Risk Management</li><li>➤ Interpretation Skill</li><li>➤ Customs and Taxes laws</li><li>➤ Customer Relationship and Experience Management</li><li>➤ Tax administration and revenue management</li><li>➤ Compliance management</li></ul>
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### 4. Senior Management Competencies

**Collaborative Leadership:** a leadership approach which emphasizes collaboration with, and therefore ownership by, staff and clients

**Agility:** dynamic and a possibility-oriented thinking

**Service Culture:** Prioritizing customer service in all business activities, decisions and every day operations

**Innovation:** ability to develop innovative solutions for business needs

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

**Change leader:** proactively identifying and driving change in their area; strong change manager

**Capability builder:** driving talent development; proactively identifying capability gaps and develop strategies to address; good coach for their team

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

**Strategic Thinker** ability to solve strategic problems that combine rational and convergent approaches with both innovation and a differentiated thought process

**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

## 6. Core Competencies

### Behavioural Competencies

- Collaboration
- Vigilance
- Decision making
- Communication and interpersonal
- Problem solving
- Accountability
- Change Leader

### Functional Competencies (Technical)

- Ethical
- Negotiation Techniques
- Legal Knowledge
- Strategic Leadership Capability
- Service Excellence
- Data Analytics

## **7. Values**

- Teamwork
- Innovation
- Professionalism
- Integrity
- Empathy