

VACANCY NOTICE

Applications are invited from suitably qualified persons to fill the following posts within the Zimbabwe Revenue Authority (ZIMRA) – an equal opportunity employer.

TRAINING OFFICER CUSTOMS & EXCISE – LEVEL 9 (1 POST)

Key Responsibilities

- Plan, design, conduct and evaluate training programs.
- Proactive and accurate identification of training needs in consultation with staff, departmental/divisional heads.
- Implement the training calendar and other human development initiatives.
- Design and expands training development programs based on the needs the organisation, individuals and international standards.
- Assist in policy formulation upon request.
- Create and delivers Customs & Excise training, using classroom, online and blended learning to both ZIMRA officials and ZIMRA stakeholders.
- Set and mark examinations/impact assessments.
- Process results and certificates.
- Groom and influence behaviour and attitude consistent with organisational values.
- Compile reports on staff development initiatives.
- Supervise trainees during traineeship program.
- Coordinate calendar courses to ensure successful subscription per each calendar course.
- Carry out Cost Benefit Analysis on training activities and make use of the most cost saving alternative.

Job Skills and Competencies

- Confident communicator and presenter.
- High emotional intelligence.
- Must possess excellent verbal and written communication skills.
- Good organisational and time management skills.
- High level of computer literacy.
- Self-motivated, with positive attitude towards work.
- Ability to work under pressure.

- Unquestionable integrity

Qualifications and Experience

- A Bachelor's degree in Economics/ Business Studies/Business Management/Business Administration/Social Science or equivalent.
- At least five (5) years' experience in the Customs & Excise environment.
- Advanced Certificate in Customs Law and Procedures.
- An MBA/MSc or equivalent is an added advantage.
- A Training Diploma is a distinct advantage.

SERVICE DESK OFFICER – LEVEL 9 (2 POSTS)

Key Responsibilities

- Carry out AD, ASYCUDA, SAP and ECTS user access management.
- Provide first level support functions to all users within Authority.
- Respond to queries via authorised communication channels (Service desk Automated system, mail, phone and other channels).
- Ensure queries logged to the Service Desk are answered promptly, logged and escalated appropriately.
- Ensure customers contacting the Service Desk are dealt with professionally and efficiently.
- Ensure second level support personnel are informed of incidents and that resolution progress to these incidents is tracked.
- Notify Service Desk Manager of any incidents of a serious nature and possible breaches in the divisional Service Level Agreements.
- Aid the Service Desk Manager in producing an asset register of all IT equipment for the Authority.
- Assist with the identification of Service Desk related problems with a view to prevent/pre-empt potential problems.
- Run reports to analyse common complaints and problems.
- Train other staff members on troubleshooting and diagnosing problems.

Job Skills and Competencies

- Confident communicator and presenter.
- Must possess excellent verbal and written communication skills.
- Good organisational and time management skills.
- High level of computer literacy.
- Self-motivated, with positive attitude towards work.
- Ability to work under pressure.

- Unquestionable integrity

Qualifications and Experience

- A Bachelor's degree in Information Systems, Computer Science or equivalent.
- Knowledge of Manage Engine Service Desk systems is an added advantage.
- ITIL certification is an added advantage.
- At least one (1) year hands on IT Service Desk Experience.
- At least two (2) years' experience supporting Windows 10, PC hardware, Office 2016, and printers is a must.
- Knowledge of network connectivity e.g Ethernet, IP addressing, DNS, DHCP

ADMINISTRATION ASSISTANT – LEVEL 11 (5 POSTS)

Key Responsibilities

- Maintain a register of the Authority's assets and security items while ensuring safe custody.
- Raise repairs and maintenance purchase orders on station buildings and/houses.
- Facilitate competitive rentals receivables or payable.
- Prepare and facilitates Board of Inquiry reports on damages and losses to ZIMRA property.
- Monitor station stores.
- Ensure fleet maintenance and repairs.
- Timely reconcile fuel receipts and prepares payments.
- Supervise station Administration staff.
- Timely procure consumables for the station.
- Perform any other duties as assigned within the scope of the position.

Job Skills and Competencies

- Ability to work under pressure.
- Good organisational and time management skills.
- Good communication and negotiation skills.
- Unquestionable integrity.
- High levels of computer literacy.

Qualifications and Experience

- A degree in Purchasing, Logistics and Transport/ Business Studies/ Accounting or equivalent
- Knowledge of SAP MM a must.

- At least two years working experience in an administration environment.
- Clean class four (4) drivers licence

CLERICAL ASSISTANT ADMINISTRATION – LEVEL 12 (10 POSTS)

Key Responsibilities

- Assign asset numbers and verifies authority assets.
- Facilitate repairs and maintenance of assets and authority property.
- Carry out inspections of ZIMRA property.
- Conduct boards of survey for redundant assets.
- Prepare payment documents of delivered services
- Organize and participate in boards of inquiry.
- Measure and record vehicles distances against fuel consumption
- Carry out fuel reconciliations.
- Receive and take custody of all procured goods.
- Perform any other duties as assigned within the scope of the position.

Job Skills and Competencies

- Ability to work under pressure.
- Good organisational and time management skills.
- Unquestionable integrity.
- High levels of computer literacy.

Qualifications and Experience

- National Diploma in Business Studies/Administration/Accounts/Purchasing and Supply
- Five (5) Ordinary levels including English language.
- A degree in Business Studies/Administration/Accounts/Purchasing and Supply is an added advantage.
- Knowledge of SAP is an added advantage
- At least two years working experience in an administration environment.
- Clean class four (4) drivers licence

DRIVER – LEVEL 13 (4 POSTS)

Key Responsibilities

- Carry out driving duties for the organisation.
- Transport staff to various destinations and carry out messenger duties.
- Deliver freight to agencies in a timely manner as per routing schedule.

- Transport delegates and be courteous to passengers
- Operate vehicles and buses in compliance with company rules, applicable laws regulations and in accordance with accepted principles of safe driving.
- Carry out routine driver checks on the vehicle before each trip.
- Ensure that the Authority vehicles are always clean and well maintained.
- Timely report any defects or need for repairs to Fleet Officers.
- Maintain and update vehicle log book at all times.
- Uphold a positive image of the Authority by applying good and safe driving habits on the roads.
- Perform any other duties as assigned within the scope of the position.

Job Skills and Competencies

- Ability to work with minimum supervision.
- Be a team player.
- Ability to communicate effectively in written and spoken English.
- Strong inter-personal skills.
- Ability to work under pressure.

Qualifications and Experience

- Must have a clean class one (1) driver 's licence and a valid defensive driving certificate.
- At least five (5) years driving experience as a class 1 driver.
- Five (5) Ordinary Level passes including English Language is an added advantage.
- A good safety record is an added advantage.

Interested candidates should submit applications, accompanied by a detailed Curriculum Vitae by **31 March 2023**, All applications should be emailed to: **ZimraRecruitment@zimra.co.zw** clearly stating the position applied for and addressed to:

The Director, Human Capital
 Zimbabwe Revenue Authority
 6th Floor ZB Centre
 Corner First Street / Kwame Nkrumah Avenue
 P. O. Box 4360 HARARE

Please note that only shortlisted applicants will be responded to and females are encouraged to apply.



"We are here to serve"

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