



ZAMBIA REVENUE AUTHORITY

JOB OPPORTUNITIES

The Zambia Revenue Authority (ZRA) in line with our corporate priorities aimed at ensuring optimization of revenue collection and increased tax compliance on one hand, and the need to effectively manage the numerous challenges and opportunities in the fast-changing business environment on the other, we are seeking highly motivated, result-oriented, well-qualified and experienced professionals to fill the following vacancy:

1. COMMISSIONER, BUSINESS FACILITATION, SALARY GRADE ZRA01 (1 POSITION)

1.0 PURPOSE

Reporting to the Commissioner General, the position will be responsible for providing strategic direction to the development and facilitation of the tax and customs business process from end to end by driving the key enablers for revenue mobilisation. The position will ensure coordination and provision of leadership in transitioning the Authority to become a beacon of excellence in deploying business process to support ZRA operations.

2.0 KEY RESPONSIBILITIES

2.1 Strategic Management and Planning:

- (a) Plans, coordinates, controls and manages the Business Facilitation function and to ensure that the Division's strategic and action plans are achieved;
- (b) Provides objective, clear, concise, factual, value adding and timely advice on business processes to the Commissioner General and other divisional heads, considering the impact such as advice on revenue measures and the ZRA's or Government's strategic goals;
- (c) Contribute to the formulation and review of the ZRA corporate strategic planning and policy-making process; and
- (d) Advise the Commissioner General on the developments into Divisional procedures and to ensure staff adhere to them.

2.2 Compliance and Enforcement:

- (a) Line management of cross cutting departments that support Tax and Customs Divisions namely:

- (i) ICT
 - (ii) Enforcement
 - (iii) Taxpayer Service and Education
 - (iv) Data Analytics & Risk Management
- (b) The design and development of new or improved business processes that use data scientifically and look at risk holistically across the Authority;
- (c) Leverage on internal and external data sources to implement an effective Compliance Risk Management (CRM) for the whole Authority;
- (d) Improve engagement with taxpayers both as regards the service offerings and on taxpayer education;
- (e) Provide key enforcement services to the ZRA through Debt recovery and the mobile compliance unit;
- (f) Maintain close liaison with the Commissioners for Domestic Taxes Division and Customs Services Division on debt recovery interventions;
- (g) Refer cases of fraud or negligence to the Investigations Department; and
- (h) Provide ICT and related services to support effective mobilization of revenue and auxiliary functions.
- 2.3 Policy Formulation: Assist the Commissioner General to prepare tax policy proposals in line with fiscal strategies of the Government of Zambia.
- 2.4 Resource Management:
- (i) Manages and effectively supports the performance and personal development plans of staff under Business Facilitation to achieve the Division's objectives as well as individual staff aspirations;
 - (ii) Identify and mitigate personnel related risks and especially integrity risks, demonstrating a zero-tolerance approach to malpractices;
 - (iii) Ensure that ZRA corporate values are understood and demonstrated by all staff; and
 - (iv) Ensure that operational and project budgets are accurately established and successfully utilised within the amounts allocated.

3.0 REQUIREMENTS

- 3.1 Grade 12 School Certificate or General Certificate of Education (GCE) equivalent;
- 3.2 First Degree in Economics, Business, law accounting, Business Administration, Public Administration, Accountancy, Taxation, Customs, Commerce or Trade, or Fully qualified Chartered Accountant or relevant field;

- 3.3 Master's Degree in Economics, Financial Management, Taxation and /or Business Administration or similar relevant subject;
- 3.4 Minimum of ten (10) years post first Degree qualification experience; out of which at least six (6) years should be Senior Management Level or equivalent for external applicants; and
- 3.5 Practical experience in providing taxpayer education and services; data analytics and risk management, ICT and enforcement support functions in a tax administration environment.

4.0 SKILLS AND ATTRIBUTES

- 4.1 Appreciation of the Acts administered by the Authority and relevant international treaties;
- 4.2 Good understanding of the ZRA operations & divisional inter-linkages;
- 4.3 Understanding of the ZRA Taxpayer Charter & Administrative policies;
- 4.4 Facilitate the implementation of the Data Governance framework and use of empirical evidence to support decision making in the Authority;
- 4.5 An appreciation of Division's business systems and any other relevant databases;
- 4.6 Appreciation of ZRA revenue targets and collection procedures; and
- 4.7 Appreciation of ZRA Corporate Values.

2. DEPUTY COMMISSIONER – NORTH, SALARY GRADE ZRA02 (1 POSITION)
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1.0 PURPOSE

Reporting to the Commissioner Customs, the position will be responsible for providing strategic direction and management to the Customs Services Division's Northern Region Offices and ensure prompt assessment and collection of all duties and taxes and ensures active enforcement to promote compliance.

2.0 KEY RESPONSIBILITIES

- 2.1 Management and Control:
 - (a) Plans, coordinates, controls and manages a customs services region and ensure that the Division's strategy and action plans are achieved; and
 - (b) Planning and implementation of changes in the Division within operational requirements to meet priorities and improve revenue collection.
- 2.2 Revenue Collection and Trade Facilitation:
 - (a) Manage daily and monthly monitoring of actions for revenue collection, trade facilitation and enforcement activities so that Division targets in the region are met;
 - (b) Monitor revenue collection of all ports in the region and ensure accountability of revenue;

- (c) Prepare progress briefs and reports on revenue collection and trade facilitation against targets and expound strategies to enhance performance at revenue meetings; and
 - (d) Ensure that Customs carries out its role as a border lead agency by ensuring an effective Coordinated Border Management (CBM) and cross border collaboration that facilitates efficient movement of exports, imports and transits.
- 2.3 Revenue Strategy Implementation:
- (a) Supervise and coordinate operations, in an effective, efficient, responsive and professional manner, in accordance with the compliance strategy; and
 - (b) Develops a strong strategic vision for the Stations in conjunction with Regional managers and other members of staff in the Division and translate this vision into day-to-day operational data driven realities for managers and staff.
- 2.4 Resource Management:
- (a) Manages and effectively supports the performance and personal development plans of staff under their charge to support achievement of Divisional objectives as well as individual staff development; and
 - (b) Ensure operational and project budgets are accurately established and successfully operated within the allocated amounts.
- 2.5 Services Management:
- (a) Establish and develop strong relationships with the assigned Operational Units on an individual and team basis, ensuring that effective levels of service are maintained in order to create and foster an environment which encourages quality, innovation and continuous improvement;
 - (b) Develop and implement an effective compliance improvement plan that fosters long-term voluntary compliance; and
 - (c) Establish and develop working relations with key stakeholders including with other border agencies and customs administration.
- 2.6 Ensure that ZRA corporate values are understood and demonstrated by all staff in the designated unit.

3.0 REQUIREMENTS

- 3.1 Grade 12 School Certificate or General Certificate of Education (GCE) equivalent;
- 3.2 First Degree in any field;
- 3.3 Master's Degree is a must for external candidates;
- 3.4 Minimum of ten (10) years post first degree qualifying experience in a tax administration environment. Out of the ten (10) years, at least five (5) years should be at Assistant Commissioner/Assistant Director level or equivalent with demonstrable management experience;

- 3.5 Must have experience in imports/exports related work environment with managerial skills;
- 3.6 Must possess good knowledge of ZRA Customs and Excise Act and procedures; and
- 3.7 Awareness of high level of business awareness and international trade is required.

4.0 SKILLS AND ATTRIBUTES

- 4.1 Good understanding of the ZRA operations & divisional inter-linkages.
- 4.2 Understanding of the ZRA Taxpayer Charter & Administrative policies.
- 4.3 Appreciation of ZRA revenue targets and collection procedures.
- 4.4 Appreciation of ZRA Corporate Values.
- 4.5 Excellent Communication skills (written and oral) and negotiation skills.
- 4.6 Good interpersonal and teamwork skills.
- 4.7 Self-motivated and provides a powerful sense of purpose that energizes others.
- 4.8 Decisive, tenacious and results driven.
- 4.9 Tactful and diplomatic; strong interpersonal and influencing skills.
- 4.10 Ability to forge strong business relationships with diversified client groups.
- 4.11 Excellent data analytical skills.

3. DIRECTOR, NORTHERN REGIONAL OFFICE, SALARY GRADE ZRA02 (1 POSITION)

1.0 PURPOSE

Reporting to the Commissioner – Domestic Taxes, the job holder will be responsible for provision of a segmented service to medium, small and informal taxpayers via a provincial office network. The job holder will provide all basic service-related business processes as well as a range of compliance activities and across all ZRA tax types (including both Customs and Domestic Taxes).

2.0 KEY RESPONSIBILITIES

- 2.1 Compliance Support and Taxpayer Services
 - (a) Implement regional work plans and strategies for taxpayer registration and education.
 - (b) Forge strategic partnerships with identified stakeholders in consultation with Director - Tax Business Policy and Support.
 - (c) Implement Compliance audits on all tax types administered to ensure compliance in tax returns filing and payments by taxpayers.
- 2.2 Tax audit, enforcement and Debt Recovery
 - (a) Implement audit and debt recovery plans for all tax types administered.
 - (b) Ensure the recovery of unpaid taxes from non-compliant taxpayers through devising strategies, improving compliance, enhancing enforcement and managing the cost of collection.

- (c) Establish and maintain up to date records of debt position on all ISMTO taxpayers.
 - (d) Charge penalties and notify taxpayers on penalties generated for late filers.
 - (e) Ensure proper accountability of all submitted returns by enforcing policies and procedures.
- 2.3 Policy and Strategy Formulation
Recommend policy changes to Director - Tax Business Policy and Support in order to improve domestic tax administration.
- 2.4 Operational Management
- (a) Allocate resources to programs and work areas based on data e.g. revenue contribution (compliance) or taxpayer numbers (service requirement).
 - (b) Manages and effectively supports the performance and personal development plans of staff under their charge to support achievement of Divisional objectives as well as individual staff development
 - (c) Ensure that staff at stations in the region are used flexibly and assist in other work areas.
 - (d) Develop and implement an effective compliance improvement plan that fosters long-term voluntary compliance.
 - (e) Establish and develop working relations with key stakeholders including with other border agencies and customs administration.
- 2.5 Ensure that ZRA corporate values are understood and demonstrated by all staff in the designated unit.

3.0 REQUIREMENTS

1. Grade 12 School Certificate or General Certificate of Education (GCE) equivalent.
2. First Degree in Economics, Business Administration, Commerce or Full ACCA/CIMA/CA or equivalent.
3. A Master's Degree in Economics, Financial Management, and/or Business Administration will be an added advantage.
4. Minimum of 10 years post qualifying experience with 5 years at Assistant Director level/Senior Manager levels.
5. Demonstrate capacity to apply specialized knowledge and skills to identify appropriate responses to strategic management issues and policy objectives for the management of risks to enhance compliance and revenue performance.
6. Excellent knowledge and understanding of the Informal Sector, Small and Medium Taxpayers.
7. Detailed knowledge and understanding of the Domestic Taxes and Customs operational procedures and Internal Management Control Systems.

4.0 SKILLS AND ATTRIBUTES

1. Strong leadership and Management skills
2. Self-Motivation
3. Good personal organisation
4. Good Interpersonal skills
5. High level of analytical ability
6. Very good sense of judgement
7. High standard of integrity
8. Strong Communication skills
9. Coaching and Influencing skills
10. Presentation skills
11. Customer service orientation
12. Confident and a good role model with high credibility both personally and professionally

APPLICATION INSTRUCTIONS:

1. Only candidates meeting the above role specifications and competencies should apply. Candidates should enclose their detailed Curriculum Vitae and relevant professional and academic qualifications, and contact phone numbers/email address, three (3) active referees with their contact numbers and email addresses as one single PDF document.
2. Only attach relevant copies of your professional, academic qualifications and current practicing licences from relevant professional bodies. Applications should reach the undersigned not later than Friday, 20th February, 2026 at 17:00 Hours using the following email addresses, ZRASMMCareers@zra.org.zm
3. The Authority is an equal employer and candidates are expected to demonstrate High Levels of Integrity when participating in the recruitment process.

**The Commissioner General
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LUSAKA**