

Job Specification

Job Title	CCA Officer (3 x Positions)
Category	3 x Permanent Positions
Division	SEZ
Reporting To	SEZ Programme Manager
Job Level	Paterson Grade C2
Job Purpose Statement	To assist with the implementation of the Customs Control Areas of DTPC by ensuring compliance with the Customs Act by all the role players under the direction of the Special Economic Zone (SEZ) Programme Manager.
Key Performance Areas	<p>Administration</p> <ul style="list-style-type: none"> ● Provide first level contact for written, telephonic and counter enquiries. ● Provide and convey resolutions to customer/investors issues. ● Track route and redirect problems to correct business units. ● Effectively and efficiently escalate unresolved queries to the next level of support. ● Ensure accurate and consistent solutions to the problems in the first client contact. ● Manage the updating of customer data and produce activity reports. ● Follow up with customers, provide feedback and resolve problems through to resolution. ● Manage the fault logging system by logging, updating and closing investor queries once resolved. ● Write and submit quarterly and monthly reports. ● Update and manage a One-stop shop system (OSISC) by updating investor profiles and quarterly data. ● Co-ordinate and generate customer satisfaction survey data analysis reports to management. ● Assist and Communicate with CCA-Enterprises and service providers to obtain all relevant documentation for the entry or exit of goods. ● Submit documents to SARS and maintain the daily register. <p>Monitor CCA Access</p> <p>Monitor access to the CCA, by:</p> <ul style="list-style-type: none"> ● Receiving custom documentation from investors and/or suppliers and/or clearing agents. ● Ensuring that people entering and exiting the CCA sign relevant register and enter in accordance with customs control policy / procedures. ● Verify goods and service by physical inspection and/or scanning of goods. ● Confirm supporting documentation by verifying actual goods and services entering or exiting the

**Qualifications,
Knowledge,
Skills and
Competencies
Required**

CCA area in comparison to cleared documentation.

- Investigate discrepancies to determine cause of discrepancy.
- Notify the Senior Manager Property Operations and SEZ Programme Manager and the relevant law enforcement agencies in the event of illegal goods.

**Record and Report
CCA Activities**

Record and report customs control activities, by:

- Record verified goods and services cleared by the Customs Control Area (daily registers).
- Prepare regular statistics of goods and services to management, SARS, investors and any other relevant stakeholders.
- Prepare and submit regular statutory CCA reports/returns.
- Regularly liaise with local SARS office to build relationships and partnerships to support and expedite the CCA function.
- Assist and co-operate with SARS during site inspections and audits.
- Keep records of people entering and exiting the CCA.
- File documentation for mandatory periods whilst ensuring easy retrieval thereof.

- Diploma in Accounting or Taxation or similar qualification
- Degree in Accounting or Taxation or similar qualification, will be advantageous
- Code EB Driver's License
- 2 years relevant work experience
- Computer Literacy (Ms office: Word, PowerPoint, Excel)
- Knowledge of customs duties, excise duties, VAT and Income Tax
- Knowledge and practical application of customs rules and regulations
- Experience in document management systems
- Understanding of general security standards
- Basic knowledge of project development, financial management and stakeholder management
- Analysis and problem solving
- Information seeking
- Learning focus
- Flexibility
- Drive and persistence
- Organisational commitment
- Strong written and oral communication
- Proactive communication
- Ability to develop and maintain relationships
- Teamwork
- Planning, Prioritising and organising
- Detail focus
- Shows initiative and proactive

<p>Closing Date</p>	<p>● Customer focus 26 November 2021</p>
<p>Employment Equity</p>	<p>Preference will be given to African Female candidates and/or candidates with disabilities, as per DTPC's Employment Equity Plan.</p>
<p>Recruitment and Selection Process</p>	<p>The process will consist of the following steps:</p> <ul style="list-style-type: none"> ● Shortlisting of CVs based on minimum requirements of the role; ● 1st Round Panel Interview; ● Psychometric Assessment/s; and ● Verification Checks.
<p>Verification Checks</p>	<p>The following verification checks will be conducted:</p> <ul style="list-style-type: none"> ● Criminal; ● Credit (position of trust) and Financial dealings, if relevant to position; ● Qualifications; ● Reference Checks; ● South African citizen; ● Drivers license; and ● Positive verification of current remuneration package.
<p>Remuneration and Benefits</p>	<p>R329,200 – R460,900 Total Cost to Company. Cellphone allowance of R861 per month. R582-07 Medical Aid Allowance per month. Company Contribution to Provident Fund and Approved Group Risk Benefit. Non-guaranteed performance bonus. 20 Working days leave per annum.</p>
<p>Application Forwarding Details</p>	<p>Applications, including a detailed CV, must be forwarded to HR@dubetradeport.co.za. Please ensure that the vacancy being applied for is clearly indicated on your application. Correspondence will be limited to shortlisted candidates only. Should you not be contacted within 2 months after the closing date, then your application has not been successful.</p>