NamRA
Namibia Revenue Agency

EXTERNAL VACANCIES

NAMRA is the semi-autonomous State Revenue Agency established in terms of the Namibia Revenue Agency Act, 2017 (Act No.12 of 2017). The primary mandate of the Revenue Agency is to assess and collect taxes and duties on behalf of the State and administer tax, customs and excise laws.

Vision: To be a world class Revenue Agency, serving with passion and positively impacting the livelihoods of every Namibian.

Values: Integrity, efficiency, diversity, fairness, and agility.

BUSINESS UNIT: STRATEGIC COMMUNICATION AND SUPPORT ENGAGEMENT

Position	Direct Supervisor	Job Purpose	Minimum Requirements	Added Advantage	Key Performance Areas
1x Manager: Service Improvement and Customer Experience (D4) **Duty Station:** Windhoek HO	Chief Strategic Communications and Support Engagements	To manage the Taxpayer/Trader Education and Service Division at NamRA.	**Qualifications:** A relevant Bachelor's Honours Degree (NQF 8) in Business Processes, IT Systems, Industrial Engineering and Data Analytics. **Minimum Experience:** Six (6) years with two (2) years middle management experience. **Additional Requirement:** A valid drivers Licence **Skills Required:** • Management Principles. • Corporate Governance. • Communication and Education Principles • Analytical skills • People Orientated	Registration with relevant body.	• Communicate the Taxpayer/Trader Education and Service Division's goals, operational instructions, policies, procedures, and regulations to subordinates. • Keep ahead of industry's developments and apply best practices to areas of Customer / Taxpayer Care. • Set a clear Taxpayer Engagement and Education mission and deploy strategies focused towards such mission. • Design and regularly update educational programmes to educate taxpayers. • Ensure the facilitation of educational programmes to educate and engage taxpayers and evaluate the results there-off. • Supervise and coordinate the operation of the NamRA service points (Service Centres, Call Centre, Email Queries and Social Media Platforms). • Devise strategies to ensure Taxpayer/Trader complaints are solved quickly and effectively. • Ensure an understanding of Taxpayer needs and design systems and processes to improve customer service experience and to create engaged customers.

BUSINESS UNIT: DOMESTIC TAXES					
Position	**Direct Supervisor**	**Job Purpose**	**Minimum Requirements**	**Added Advantage**	**Key Performance Areas**
1x Tax Officer (C2) **Duty Station:** **Luderitz**	Senior Tax Officer	To provide Debt, Filing, Compliance, Processing Services, Audit Services, Refund Verification, Registration and Taxpayer Services at Regional Operations at the Domestic Taxes Department of NamRA.	**Qualifications:** A relevant internationally recognised Bachelor's Degree in Taxation, Finance, Auditing, or Accounting at (NQF 7). **Minimum Experience:** Three (3) Years of relevant experience in Taxation, Auditing, Accounting, or experience in a similar environment. **Additional Requirement:** A valid drivers Licence **Skills Required:** • Tax Accounting and Auditing Skills. • Analytical Skills. • Problem-solving Skills. • Strong Work Ethics. • Effective Communication Skills (both oral and written). • Knowledge of tax accounting, and auditing theories and principles. • Knowledge of International Financial Reporting Standards and International Auditing Standards. • Knowledge of Corporate Governance and supervisory principles. • Integrity.	Certified Internal Auditor (CIA), registered with the Association of Chartered Certified Accountants (ACCA), or Certified Public Accountant (CPA) will be an added advantage.	• Assist the Senior Tax Officer: Registration and Taxpayer Services in sectional planning for Registration and Taxpayer Services cascaded from the Divisional plan. • Assist the Senior Tax Officer: Refund Verifications in sectional planning for Refund Verification Services cascaded from the Divisional plan. • Assist the Senior Tax Officer: Debt, Filing, Compliance, and Processing in sectional planning for Debt, Filing, Compliance, and Processing Services cascaded from the Divisional plan. • Assist the Senior Tax Officer: Audit in sectional planning for Audit Services cascaded from the Divisional plan. • Issue and collect taxpayers' application forms for tax registration purposes. • Process the levying or waiving of penalties and reduction of VAT, VIA, ITX and PAYE returns. • Perform audits and conduct inspections on taxpayers' affairs.

BUSINESS UNIT: FINANCE					
Position	**Direct Supervisor**	**Job Purpose**	**Minimum Requirements**	**Added Advantage**	**Key Performance Areas**
1x Driver / Messenger (B1) **Duty Station:** **Windhoek HO**	Senior Transport Officer	Responsible for a range of functions including driving and maintaining vehicles, undertakes messenger duties and provide general assistance related to the efficient operation of NamRA.	**Qualifications:** A Grade 12 Certificate (20-points over 5-subjects with an E-symbol in English). **Minimum Experience:** Five (5) years relevant working experience. **Professional Registration:** A Valid Code C1 Namibian Driver's License. A Valid Public Drivers Permit (PDP). **Skills Required:** • Problem solving abilities. • Good organisational skills. • Ability to prioritise tasks. Attention to detail, positive attitude, and strong work ethic. • Analytical behaviour.		• General transportation errands as per the company's requirements. • Vehicle maintenance, safety, and cleanliness. • Securely deliver packages, documents, written and verbal messages, and other items to their intended location or recipient in a timely manner. • Maintains accurate records related to the receipt and delivery of packages, documents, messages, and other items, including tracking time of and parties to the delivery. • Perform any other office, clerical and other related duties as may be assigned.

Application Procedure:

For applications to be valid, a submission must be made within the stated deadline and should comprise of the following:

- A cover letter, providing a detailed motivation for the position, signed by the applicant.
- An up-to-date detailed curriculum vitae.
- Certified copies of the highest academic qualifications attained.
- Foreign qualifications must be evaluated by the Namibia Qualifications Authority (NQA)and proof of evaluation of qualification should be attached.
- Certified copies of Identity Documents and all other supporting documents.

NB: Preference shall be given to Namibian Citizens and unemployed graduates.
Successful Candidates will be required to provide Proof of No Criminal Record (Certificate of Conduct) and no employment misconduct or Dishonesty.
Candidates who pass the initial test will be offered provisional appointments, subject to such candidates passing the training offered in line with NamRA recruitment requirements.

All appointments will be vetted in line with NamRA Policies.

Only online applications shall be accepted via the recruitment portal: **https://namra.mcidirecthire.com/External/Current Oppurtunities**

In terms of the Affirmative Action (Employment) Act 29 of 1998, qualifying females who meet the prescribed advertised requirements are encouraged to apply.

Only short-listed candidates will be contacted, and no documents will be returned to applicants.

DATE ADVERTISED: 15 OCTOBER 2026

CLOSING DATE: 29 OCTOBER 2026