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NOKUTHULA BIYELA OTO MANAGER: OPERATIONS

MS Nokuthula Biyela joined the Office of the Tax Ombud (OTO) in 2023 as Manager: Operations.

She oversees the approval of complaint review outcomes submitted by Complaints Resolution Specialists and provides leadership and guidance to her team, implementing operational strategies.

Ms. Biyela began her career in 2001 as a Call Centre Consultant at Medscheme Holdings. In 2004, she joined the South African Revenue Services (SARS) as a Call Centre Agent. She quickly advanced, becoming a Trainer at the Call Centre, Team Leader in 2006, Specialist in Knowledge and Quality Management in 2008, and Manager of the Contact Centre in 2010. In 2016, she transitioned to the City of Johannesburg Municipality as the Executive Manager of Registry and Intake.

Her passion for customer service, dedication to continuous improvement, and commitment to excellence are evident in her track record, which includes multiple awards for management excellence.

Ms. Biyela holds a B.Com degree from the University of Natal (now UKZN) and a Higher Certificate in Taxation from North-West University's Tax Institute (2006). She completed the Management Advancement Programme (MAP) at Wits Business School in 2017.