



VACANCY ANNOUNCEMENT

Position Title	:	Customer Service Officer/ Teller (1 position)
Reports to	:	Operation Supervisor
Duty Station	:	Redlight
Duration	:	Opened
Opened	:	January 10, 2018 (to all eligible candidates)
Closed	:	January 24 th 2018

ABOUT DIACONIA MDI DEPOSIT TAKING INSTITUTE

Diaconia Microfinance Deposit-taking Institution Liberia Inc. (Diaconia MDI) 135 Carey Street, Between Lynch and Johnson Streets Monrovia, Liberia. Diaconia Microfinance Deposit-taking Institution Inc. (DMDI) is a limited liability company. Based on a feasibility study in Liberia executed in April 2011, DMDI was established in Monrovia in December 2012. The formal license to operate was received from the Central Bank of Liberia (CBL) in August 2014.

(DMDI), being the first initiative in Africa of Alliance Microfinance AS (AMAS), Norway, is here to help small business succeed in their drive to create for themselves a middle-income status through the provision of microfinance services in urban and rural Liberia. The Institution will support micro, small and medium Enterprises (MSMEs) in sectors such as small skill manufacturers, home improvement/reconstruction, wholesale and retail traders.

POSITION SUMMARY

The customer service office is the first point of contact for Diaconia MDI customers. The primary role of the customer service officer within the team is to respond to a variety of customer requests and inquiries via the telephone or in person.

MAIN DUTIES AND RESPONSIBILITIES:

The customer service Officer will be responsible for the following duties:

- Receive and respond to customer service account enquires on account balances, transaction details,
- Open New Account /Closing Accounts
- Promote Bank Product
- Identify customer needs
- Refer Customers to appropriate banking services and representatives
- Provide feedback on efficiency of the customer service process

EDUCATION, REQUIRED SKILLS AND EXPERIENCE:

- College /university degree (B.A/BSc.) in Business Administration, Management

- Good knowledge about basic Microsoft office program
- Knowledge of Administrative procedure
- Knowledge of customer service principles and Practice
- Interpersonal Skill
- Communication skills, Verbal and written
- Listening Skills
- Attention to detail and accuracy
- Customer service orientation
- Stress tolerance
- Problem Analysis and solving skill
- Demonstrate honesty, integrity punctuality and accuracy
- Hard working and active person
- Be humble respectful and culturally sensitive

Personality

- Reputable, punctual, realistic and flexible
- Must identify with the objectives and the Christian profiles and values of the Institution.

Deadline of submission 24th of January 2018 at the hour of 4:00pm

Email address dmdirecruitment2016@gmail.com

