

Job Vacancy Announcement for Customer Service Officer

(Females are highly encouraged to apply)

AccessBank Liberia Limited, is seeking qualified individuals to fill the position of **Customer Service Officer** in the bank.

The Bank is a fully-fledged commercial bank, offering in a transparent, professional and sustainable way appropriate financial services to the general lower and middle income strata of the Liberian population with special focus on micro and small entrepreneurs. AccessBank Liberia provides excellent career opportunities.

Job title: Customer Services Officer

Main Responsibilities

- ✓ Fully responsible for the banking hall, meeting and greeting clients, suppliers, visitors, other external partners
- ✓ Managing the banking hall and ensuring customer satisfaction by intervening immediately if there is a problem
- ✓ Having knowledge of the bank business providing, handling & directing clients and others appropriately
- ✓ Seeking, attracting and informing all potential clients about current products of the Bank, and cross-selling of other Bank's products to existing clients
- ✓ Providing excellent quality of customer service, through communications and problem solving
- ✓ Assisting with job training and development of new staff
- ✓ Take customer complaints, whistle blowing information and forward to responsible department

Ad hoc & administrative tasks

- ✓ Arranging conferences, meetings and interviews
- ✓ Establish schedules and keep track of the daily presence and timeliness of staff and pass information to HR Department
- ✓ Circulate require memos and information to all staff especially to those who do not have email/computers etc
- ✓ Answer telephones and give information to callers, take messages, make phone calls and transfer calls to appropriate individuals
- ✓ Produce monthly, quarterly and annual reports
- ✓ Perform any other responsibilities that may be assigned to him/her by the immediate supervisor or by Head of Deposit and Business Development Department

Qualifications

- ✓ Degree ,Prospective graduates in Marketing, Mass-Communication or any other business related programme
- ✓ At least 1 year of experience in sale, customer services, communication etc.
- ✓ Must be adaptable and flexible
- ✓ Must be able to work under pressure to meet business target
- ✓ Good verbal and written communication skills
- ✓ Extremely organized and detailed oriented
- ✓ Ability to handle multiple tasks simultaneously
- ✓ Good knowledge in use of MS Word, Excel and PowerPoint

Ability To:

- Wear a smile at all times, be friendly, approachable, persuasive and welcoming
- Perform assigned duties with speed and accuracy
- Establish and maintain effective working relationships with those contacted in the course of work
- Communicate effectively both orally and in writing in an office environment; effectively operate modern office equipment.

Interested candidate should please bring their application, as well as CV including testimony of all relevant documents to the Human Resources Department, AccessBank Liberia, the Microfinance Bank, 20th Street, Sinkor Monrovia, Liberia.

Closing date for the vacancy is **Saturday, February 10, 2018**

Please note that only short-listed candidates will be contacted