

# **JOB VACANCY**

Consolidated Group Incorporated /DStv, a satellite television entertainment business operating in Liberia wishes to advertise a vacant position in her Customer Service and Accounts department. We are constantly in our first class service modifying approaches, processes and expanding our business capacities to influence our effectiveness.

We require applicants for the following vacancies:

**CATEGORY – Male**

- A) 2 Customer Service Representative

**CATEGORY – Male/Female**

- B) 1 Accountant

**POSITION: Customer Service Representative**

**Brief Job Description**

- Prepare product or service reports by collecting and analyzing customer information
- Manage large amounts of incoming calls
- Identify and access customers' needs to achieve satisfaction
- Build sustainable relationships of trust through open and interactive communication

**Requirements:**

- Proven customer support experience
  - Track record of over-achieving quota
  - Strong phone contact handling skills and active listening
  - Familiar with CRM systems and practices
  - Customer orientation and ability to adapt/respond to different types of characters
  - Excellent communication and presentation skills
  - Ability to multi-task, prioritize and manage time effectively
  - **Bachelors in Psychology, sociology or Public Administration**
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**POSITION: Senior Accountant**

**NUMBER OF PERSON NEEDED ..... 1**

**Job description**

- Prepare accounting entries by compiling and analyzing account information.
- Summarizes current financial status by collecting information; preparing balance sheet, profit and loss statement, and other reports.
- Guides accounting clerical staff by coordinating activities.
- Reconciles financial discrepancies by collecting and analyzing account information.

- Maintains financial security by following internal controls.
- Prepares payments by verifying documentation, and requesting disbursements.
- Prepares special financial reports by collecting, analyzing, and summarizing account information and trends.
- Maintains customer confidence and protects operations by keeping financial information confidential.
- Contributes to team effort by accomplishing related results as needed.

### **Qualifications for Senior Accountant**

- Involvement in business registration, tax compliance and creating, distributing, and reporting tax datasheets
- More than 6yrs experience working with intercompany transactions and reconciliation in preparation for audit
- Working knowledge of non-profit tax filing and tax compliances
- Demonstrated ability to work in a leadership role and supervise up to ten junior-level subordinates
- Experience in budget creation for your own department to coordinate team training and certifications
- Thorough understanding of financial application security ensuring that all financial data is secure and complies with confidentiality policies
- Required knowledge of Tally and other applications related to finance and accounting
- Must be an outstanding communicator, and have established skills in accuracy, organization, and working in a high-volume environment
- Demonstrated ability to support all other departments within the company and coordinate training and information sessions
- **MBA in Accountancy/BBA**

### **Remuneration:**

Salary is negotiable

*Please note that only successful candidates will be contacted having completed our employment processes.*

### **HOW TO APPLY:**

All interested applicants kindly drop off your detailed resume or CV & Cover Letter with: Three (3) reference letters, at our head office in Sinkor /Fiamah or forward to e-mail:

- [cmichealson@consolidated-group.net](mailto:cmichealson@consolidated-group.net)  
Mrs. Charlotte Michaelson  
**Operations**

### **Deadline for Application:**

- April 23<sup>th</sup>, 2021

