



VACANCY ANNOUNCEMENT

Position Title	:	Customer Service Officer (1 position)
Reports to	:	Head of Operations
Duty Station	:	Monrovia/Redlight
Duration	:	Opened
Opened	:	May 17 2019 (To all eligible candidates)
Closed	:	May 31, 2019

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 Customer Service Officer within the team is to respond to a variety of customer request 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
- **Good Knowledge of Christian biblical principles of Diaconal Christian management and practice**
- Hard working and active person
- Be humble respectful and culturally sensitive

Email address dmdirecruitment2016@gmail.com

NOTE: Only shortlisted candidates will be contacted. Deadline for the submission of application is May 31, 2019 at 4:00 pm.