



VACANCY ANNOUNCEMENT

Diaconia Microfinance Deposit-taking Institution Inc. (DMDI) is a limited liability company. The Institution being the first initiative in Africa of Alliance Microfinance AS (AMAS), Norway, is here to help small businesses to succeed in their drive to create for themselves a middle-income status through the provision of microfinance services in both urban and rural areas of Liberia. The Institution supports micro, small and medium Enterprises (MSMEs) in sectors such as small skill manufacturers, home improvement/new home construction, wholesale and retail traders. DMDI is based on Christian diaconal principles of service to those in need.

CUSTOMER SERVICE OFFICER (ONE POSITION)

REPORTS TO : HEAD OF OPERATIONS

DUTY STATION : MONROVIA/REDLIGHT

DURATION : Opened

OPENED : December 14, 2020(to all eligible candidates)

CLOSED : December 28, 2020

CUSTOMER SERVICE OFFICER ROLE

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.

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

Deadline of submission 28 December 2020 at the hour of 4: pm prompt. Please send soft copies to the following email address: dmdirectruitment2016@gmail.com Kindly note that only shortlisted candidate will be contacted.