



Job Vacancy Announcement

AccessBank Liberia Limited (ABLL), is seeking qualified individuals to fill positions of **Customer Care Officers**.

AccessBank Liberia Limited, shareholders are multinational entities including AccessHolding, International Finance Corporation (IFC), African Development Bank and European Investment 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 Care Officers**
Department: Marketing
Duty Station: Head Office

Main Responsibilities:

Main responsibilities in this position will include:

- Managing large amounts of inbound and outbound calls in a timely manner;
- Obtain Client information by answering phone calls, interviewing clients, and verifying information's;
- Informs clients by explaining Bank's product, conditions and procedures, Answering Questions, and providing information internally and externally;
- Following call center "scripts" when handling different topics;
- Identifying customers' needs, clarify information, research every issue and providing solutions;
- Build sustainable relationships and engage customers for long-term relations with ABL;
- Keep records of all conversations and prepare reports;
- Meet personal/team qualitative and quantitative targets;
- Maintains quality results by adhering to standards and guidelines, recommending improved procedures.
- Maintain communication equipment's by reporting problems

Minimum requirements & qualifications:

- Strong phone and verbal communication skills along with active listening
- Customer focus and adaptability to different personality types
- Familiarity with Personal Computer and practices
- Conflict
- Intermediate knowledge of "Microsoft Office" software: Excel and Word.
- Ability to multi-task, set priorities and manage time effectively

If you are interested and fulfill the above mentioned requirements, please send your application, as well as your cover letters and CV including testimony of all relevant documents to any Office of AccessBank Liberia, within or out of Monrovia Liberia or email hr@accessbank.com.lr

Closing date for the vacancy is **Monday, February 10, 2020 5:00pm**

Please note that only short-listed candidates will be contacted