



LIBERIAN YOUTH ENTREPRENEURSHIP AND INVESTMENT BANK

Assignment Title: CUSTOMER SERVICE OFFICER

Financing Agreement reference: **2100150043943**

Project ID No.: **P-LR-HB0-003**

Reference No. **LR-YEIB-011**

Issue Date: **October 12, 2026**

End Date: **October 30, 2026**

1. INTRODUCTION

The Government of Liberia has received funds from the African Development Bank (AfDB) and intends to apply part of the funds for the recruitment of a Customer Service Officer for the Liberian Youth Entrepreneurship and Investment Bank (YEIB) to be established. The Recruitment Committee hereby invites suitable candidates to indicate their interest in undertaking the aforementioned role.

2. BACKGROUND

Liberia's youth entrepreneurship landscape faces several key challenges impeding the growth of youth entrepreneurship, including: (1) a weak and highly fragmented early-stage business development ecosystem; (2) low-to-no access to finance for startups and MSMEs; (3) gaps in offerings for startups and SMEs; and (4) difficulty in attracting investment (locally, regionally, and globally) for innovation¹. To address market failures in the provision of financial and non-financial services, a Youth Entrepreneurship and Investment Bank (YEIB) will be established to provide financial and non-financial services to young entrepreneurs to start and build businesses.

The YEIB will aim to create a dynamic ecosystem for youth entrepreneurship in Liberia by unlocking capital for youth, leveraging private sector investments, and offering technical support to address market gaps and capitalize on opportunities. Through this vision, the YEIB will aim to empower numerous young entrepreneurs, enabling them to establish, enhance, and expand their businesses while generating employment opportunities.

2.1 The YEIB

The YEIB will be registered and licensed as a non-bank non-deposit taking financial institution in Liberia. It will be set up as a parent company and will oversee the operations of three funds, Investment Fund, Guarantee Fund and Technical Assistance Fund. The YEIB will aim to create dynamic ecosystem for youth entrepreneurship in Liberia by unlocking capital for youth, leveraging private sector investments, and offering technical support to address market gaps and capitalize on opportunities. Through this vision, the YEIB will aim to empower numerous young entrepreneurs, enabling them to establish, enhance, and expand their businesses while generating employment opportunities.

¹ Market Assessment Study

The three (3) core mandate of the YEIB include the following:

1. **Management of an Investment Fund:** This will involve deploying investments indirectly through impact, seed, and growth funds. Additionally, the YEIB may directly invest capital in promising MSMEs, including startups, with a focus on high growth potential.
2. **Management of a Credit Guarantee Fund:** The YEIB will raise and oversee a fund that provides credit guarantees to mitigate risks for financial institutions including banks and microfinance institutions, thus facilitating access to financing for youth-led businesses.
3. **Provision of Technical Assistance and BDS Support:** Through collaboration with third-party partners, the YEIB will offer technical assistance and business development support to young entrepreneurs, ensuring they have the necessary skills and resources to thrive.

2.2 The YEIB vehicles (SPVs):

YEIB Capacity building Trust (Private Foundation) – It is the heart of the YEIB non-financial services. It will be established to (1) provide technical assistance to SMEs as part of effort to improve SMEs' technical, financial and managerial abilities and enhance their bankability and their investment readiness. This use of resources represents the bulk of the activity. The vehicle with also (2) strengthen the selected YEIB delivery partners, both non-financial (i.e. BDS providers) and financial (i.e. the PFIs) in areas such as financial literacy, fragility, climate and gender mainstreaming, as a way to enhance their services beyond business incubator and investment readiness for the target youth-MSMEs.

YEIB Investment Fund (LLC) – The investment vehicle provides long-term (LT) finance to SMEs in the form of equity or quasi-equity instruments, to allow them to start, grow and scale their businesses locally, regionally, and internationally. This LT-finance fills a major gap while the capital market evolves to host a number of asset allocators, for which this vehicle is set up to supporting.

YEIB Risk Sharing Mechanism (LLC) – The role of the Risk Sharing Mechanism (RSM) is to mitigate the risk of lending to MSMEs in the Liberian market. From a demand-side the RSM also serves to alleviate the collateral burden to the borrowers. This de-risking mechanism aims to incentivize financial institutions to increase their portfolio of youth-led businesses, with a special treatment of women-led and green businesses.

3. PURPOSE OF THE ASSIGNMENT

The Customer Service Officer will serve as the first point of contact between the YEIB and its clients, particularly young entrepreneurs, MSMEs, partner financial institutions and the general public. The Customer Service Officer will provide accurate information on YEIB products and services, guide clients through the application process, manage inquiries and complaints, and maintain client records, ensuring that every client receives prompt, courteous and professional service. The Customer Service Officer reports to the Director of Corporate Services.

The specific responsibilities of the Customer Service Officer include but are not limited to the following:

- Serve as the first point of contact for clients and the public through walk-ins, telephone, email, website and social media channels.

- Provide clear and accurate information on YEIB products and services, including the Investment Fund, the Risk Sharing Mechanism (credit guarantees) and technical assistance/BDS support, as well as eligibility criteria and application procedures.
- Guide young entrepreneurs and MSMEs through the application process, assist with forms and check the completeness of application documents.
- Register and log all inquiries, applications, referrals and complaints in the client database or CRM system, and maintain accurate and up-to-date client records.
- Refer clients to the appropriate YEIB units, partner financial institutions (PFIs) and BDS providers, and follow up to ensure their needs are addressed.
- Receive, record and resolve client complaints within agreed service standards, and escalate unresolved or sensitive cases to management.
- Follow up with clients on the status of their applications and provide timely feedback.
- Support outreach and awareness activities, including information sessions, entrepreneurship fairs and county-level outreach events.
- Administer client feedback and satisfaction surveys, and report on trends, recurring issues and areas for improvement.
- Contribute to the development of the YEIB customer service charter, standard operating procedures, service standards and frequently asked questions (FAQs).
- Ensure fair, respectful and inclusive treatment of all clients, with particular attention to women, persons with disabilities and rural youth.
- Maintain the confidentiality and protection of client information in line with YEIB policies and applicable regulations.
- Manage the reception and client service area, including visitor flow and appointments.
- Keep client-facing information materials (brochures, website FAQs, notices) up to date, in coordination with the communications function.
- Prepare weekly and monthly customer service reports for management.
- Perform any other duties as may be assigned by the Director of Corporate Services.

4. QUALIFICATIONS AND EXPERIENCE

The candidate must meet the following qualifications:

- A Bachelor's Degree in Business Administration, Banking and Finance, Marketing, Communications, or related field
- A minimum of five (5) years of experience in customer service, client relations or a front-office role
- Previous experience in a bank, microfinance institution, other financial institution, or donor-funded development program preferred
- Good knowledge of financial products and services for MSMEs and entrepreneurs is an advantage.
- Experience in using CRM systems or client databases.
- Excellent verbal and written communication skills in English; knowledge of local Liberian languages is an advantage.
- Strong interpersonal skills, with patience and professionalism in handling complaints and difficult situations.
- High level of integrity and the ability to handle confidential information.
- Strong organizational skills and attention to detail.
- Ability to work under pressure and manage multiple tasks in a fast-paced

environment.

- Excellent working knowledge of Microsoft Office applications, including Word, Excel, PowerPoint, and Outlook.
- Experience with youth or MSME development programs is highly desirable

5. EXPECTED DELIVERABLES

- Up-to-date client inquiry, application and complaints log/database
- Inputs to the customer service charter, standard operating procedures and FAQs
- Weekly and monthly customer service reports
- Quarterly client satisfaction survey reports
- Records of client referrals and follow-ups
- Reports on outreach and information sessions

The Recruitment Committee now invites eligible individuals to indicate interest in providing these services by submitting their Curriculum Vitae (CV), demonstrating experience in performing similar assignments with references and showing responsiveness to the qualification requirements outlined in this REOI. Eligibility criteria and the selection procedure shall be in accordance with the African Development Bank's *"Procurement Policy Framework for Bank Group Funded Operations"* October 2015 which is available on the Bank's website at <http://www.afdb.org>.

Further information can be obtained at the address below during office hours, i.e., from 0900 to 1700 hours (GMT) on working days.

Expressions of interest must be delivered in written form to the address below by email by [October 30, 2026] @ 1700 hours (GMT) and mention **"Expression of Interest for Customer Service Officer of the Liberian Youth Entrepreneurship and Investment Bank"**.

Attn.

The Chairperson

Recruitment Committee

Liberian Youth Entrepreneurship and Investment Bank

Monrovia, Liberia

Email: recruitmentcommitteeib@gmail.com; mewaseh76@gmail.com; and copy yeibliberia@gmail.com