



CENTRAL BANK OF LIBERIA

VACANCY ANNOUNCEMENT

The Central Bank of Liberia (CBL) invites applications from competent and experienced individuals for the below listed position.

Consumer Protection Assistant

Background:

The Consumer Protection Assistant is a middle level position responsible for monitoring, receiving and responding to the public/consumer complaints relating to licensed financial institutions in Liberia to ensure that consumers make informed decisions and enhance their rights.

Essential Functions:

- Receive customers' complaints concerning unethical financial practices and catalog them within the complaint registry;
- Investigate media reports concerning unethical banking practices and/or negative publication about the banking system and individual banking institutions;
- Log all complaints and enquiries on the usage of financial products and services;
- Report complaint(s) received concerning all licensed financial institutions to direct supervisor to find amicable solution to customer complaints;
- Respond to inquiries from financial institutions regarding Consumer needs to direct supervisor;
- Prepare weekly report on Consumer complaint; and
- Any other tasks as may be defined by the Department.

Education:

- A minimum of BSc. or BA in Business Management, Accounting, Public Administration or any related Social Science discipline from a recognized university;

Necessary Knowledge, Skills and Abilities:

- Must be computer literate with fair knowledge in spread sheet, Microsoft word, etc.;
- Must have worked for at least three (3) years in a financial Institution with vast knowledge of financial activities;

- Excellent oral or written communication skills; and
- Have strong human relation skills.

Application Requirements:

Only electronic applications will be considered. Cover letters and resumes/CVs should be addressed to the Director of Human Resources Management Department, Central Bank of Liberia and sent to cbljobs@cbl.org.lr. Applicants must also attach copies of relevant academic credentials.

The deadline for all applications is Friday, July 21, 2017 no later than 4:00 p.m. Only short-listed candidates will be contacted to sit employment test and/ or interviews.