



External Vacancy Announcement

Job Title: Consumer Desk Officer
Department: Government and Consumer Affairs
Section: Consumer
Reports To: Consumer Desk Supervisor
Deadline: Friday, April 17, 2026

Summary: Under the direct supervision of the Consumer Desk Supervisor, The Consumer Desk Officer will serve as the direct focal person/representative to issues relevant to telecom consumers and service providers. He/she will address all issue arising from counties and other part of the leeward areas.

JOB DESCRIPTION:

- Serve as LTA's focal person/representative to issues related to telecom consumers and service providers.
- Promptly address all consumer and LTA-related issues arising from Counties and other parts of the leeward areas.
- Investigate and mediate complaints of unethical and deceptive business practices between consumers and service providers and refer all unresolved issues to the consumer Supervisor.
- Implements all consumer information, and awareness programs through public meetings and hearings, publications, and the media, including organizing Consumer Parliaments in the leeward communities.
- Undertake Consumer outreach activities.
- Prepare periodic reports on telecom-related issues and how they are dealt with in the hinterland.
- Make recommendations to the Consumer Affairs Manager through the Supervisor to strengthening LTA Consumer outreach in the Country.

QUALIFICATIONS & EXPERIENCE:

- Bachelor's degree from a recognized University in Public Relations, Mass Communication, Public Administration, Education, or related discipline is required.

- Must have some experience working in the rural parts of Liberia.
- Basic knowledge in Liberia's Telecommunication landscape, including the functions of the LTA.
- Strong advocacy skills
- Computer knowledge.
- Possess demonstrable administrative ability
- Have the ability to travel long distances in the rural parts of the country.
- Be willing to use relevant modes of transportation, including motorbikes.

OTHER REQUIREMENTS:

- Excellent oral and written communication skills
- Ability to meet tight deadlines and work under pressure
- Ability to handle a large volume of work
- Excellent organizational and interpersonal skills
- Excellent team worker and good listener
- Ability to undertake a proactive approach to meeting deadlines and delivering results with minimum supervision.

Each application must be addressed to:

**Human Resources Section
Liberia Telecommunications Authority
Menetamba Road, Cooper's Beach Community Paynesville, Liberia**

Application for **Consumer Desk Officer**

[Email: hr@lta.gov.lr](mailto:hr@lta.gov.lr)