Vacancy Announcement

Job Title:	**Consumer Support Agent (2 positions)**
Location:	**Buchanan Office**
Department:	Consumer Affairs & Universal Access
Reports To:	Consumer Support Officer
Employment Status:	Full-time – 40 hours
Deadline:	November 6, 2026, at 4:00 pm

The Consumer Support Agent serves as the first point of contact for consumers and ensures that received requests, complaints, and concerns are properly documented, handled professionally, and referred to the appropriate unit for resolution. Provides information on consumers' rights and supports the complaint handling process.

JOB DESCRIPTION:

Consumer Assistance and Customer Service

- Serve as the first point of contact for consumers seeking assistance from the LTA.
- Respond to consumer inquiries through telephone, email, walk-in services, and other approved communication channels.
- Provide accurate information regarding telecommunications services, consumer rights, and complaint procedures.
- Deliver professional, respectful, and timely customer service to all consumers.
- Guide consumers on available channels for resolving service-related concerns.

Complaint Registration and Support

- Receive and record consumer complaints accurately in the complaint management system.
- Collect relevant details and supporting information from consumers.
- Issue complaint reference numbers and provide updates on complaint status where required.
- Refer technical, regulatory, or complex complaints to the appropriate officers.
- Follow up on assigned cases to support timely resolution.

Consumer Information and Education

- Explain consumer rights and responsibilities to consumers.
- Provide guidance on billing issues, service quality concerns, tariffs, promotions, and other telecommunications matters.
- Distribute consumer education materials and support awareness campaigns.

Communication and Referral Support

- Liaise with Consumer Support Officers, Complaint Resolution Officers, and relevant departments on consumer issues.
- Communicate complaint updates and required information to consumers.
- Escalate urgent or sensitive matters according to established procedures.

QUALIFICATIONS & EXPERIENCE:

- Diploma or Associate Degree in one of the following: Business Administration, Customer Service Management, or a related discipline. A Bachelor's Degree is an added advantage.
- A minimum of 1-2 years of experience in customer service, call center operations, public relations, administration, or a related field.
- Must have some experience working in the rural parts of Liberia

OTHER REQUIREMENTS:

- Computer knowledge.
- Ability to travel long distances in the rural parts of the county
- Be willing to use relevant modes of transportation, including motorbikes
- Ability to meet tight deadlines and work under pressure
- Ability to handle a large volume of work.
- Excellent organizational and interpersonal skills.
- Excellent team player and good listener.

SELECTION PROCESS:

1. The position is open to suitably qualified Liberians within the county (Grand Bassa) with the ability to work in a fast-paced, multitasking environment and clearly speak the local language. After initial screening, qualified applicants will be invited for an interview. Only short-listed applicants will be contacted.
2. Interested applicants must submit the following for the application to be considered:
3. Cover Letter indicating the position applied for and a current resume or curriculum vitae (Please include contact information including full name, telephone number(s), and email address if available). All other documentation (e.g., certificates, awards, copies of degrees earned) that address the qualification requirements of the position for which application is being submitted.

Each application must be addressed to:

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

Application for Consumer Support Agent

Email: hr@lta.gov.lr/bmartol@lta.gov.lr