



Liberia Electricity Corporation

**P.O. Box 10-165 Waterside
1000 Monrovia, 10 Liberia**

VACANCY ANNOUNCEMENT (INTERNAL/EXTERNAL)

BACKGROUND

The Liberia Electricity Corporation (LEC), which was established by an act of National Legislature on July 12, 1973, is a Public Corporation solely owned by the Government of Liberia (GOL) with a mandate to produce and supply economic and reliable electric power to the entire nation.

The Liberia Electricity Corporation (LEC) is therefore in search of qualified and experienced professionals to be hired to augment the current workforce.

LEC is an equal opportunity employer and applications from both male and female candidates are encouraged.

1 CUSTOMER SERVICE MANAGER (1 POSITION)

SUMMARY/OBJECTIVE

- Ensuring efficient and effective delivery of customer services to all customer segments
- Providing oversight responsibility for the Customer Service Department and managing the integration of the customer service business with other Departments to ensure that the Corporation delivers the highest level of customer service at all times
- Receiving and managing all types of customer complaints, such as but not limited to power interruptions, line fault, meter problem, connection, reading and billing.

DUTIES AND RESPONSIBILITIES

- Receives and manages customer complaints on meters, reading, billing, power interruption and line fault
- Receives customer applications on new connections and endorses the same to New Services Department/Planning for inspection and design
- Managing the execution of service requests and monitoring successful resolution of complaints through the Corporation's Integrated Management System (IMS)
- Communicating courteously with customers by telephone, email, letter and face to face
- Ensure accurate records of correspondence with customers are maintained
- Manage the development of customer service procedures, policies and standards
- Provides coaching, mentoring and training for customer service staff
- Appraises all staff under his/her supervision
- Ensuring customer service targets and KPI's are achieved as prescribed
- Prepares monthly reports for submission to the ED Commercial & Regulatory
- Performs other duties as required by the ED Commercial & Regulatory

EDUCATION AND EXPERIENCE:

Minimum Education Qualifications:

- First degree from a recognized university. A relevant post graduate qualification or higher degree is desirable.
- Minimum of 3-5 years relevant customer service experience and skills in the public and private sector.

REQUIRED SKILLS/COMPETENCIES

- Interpersonal skills
- Leadership/Supervisory Skill
- IT/Computer knowledge
- Communications skills(written and oral)
- Must be self-solution driven, proactive and have acceptable knowledge of the business environment
- Possession of in-depth knowledge of customer retention strategies
- Attention to details
- Reasoning and Analytical Skill
- Performance Measurement & Assessment Skill

2 PUBLIC RELATIONS MANAGER (1 POSITION)

SUMMARY/OBJECTIVE

To plan, coordinate and supervise the day to day operational activities of the Public Relations Department.

DUTIES AND RESPONSIBILITIES

The PR Manager will undertake any and all communications and media-related activities. This includes but not limited to the following:

- Develop and implement a Communications Strategy for LEC
- Design comprehensive and monthly public relations action plans that will capture and disseminate information to the public;
- Build LEC's reputation by increasing awareness and understanding of LEC's work among key stakeholders and external audience
- Assist the IT section to upload and manage the content of the website and make it more interactive for customers and other stakeholders;
- Plan and direct all forms of public relations issues including promotions, internal and external communications to the media and other relevant parties;
- Periodically write features and articles on various projects and other developments at LEC for publication in the local dailies;
- Supervise the production of drama and jingles, and other messages for radio and TV;
- Design and produce audio/visual materials that will be used by relevant departments such as Commercial and Customer Care Center to enhance their work;
- Will serve as spokesperson for the entity when needed or as may be deemed necessary in consultation with the Human Capital Department
- Will liaise with relevant departments to inquire or ascertain information that may be used for public consumption;
- Draw up radio and TV programs that will provide visibility to the work at LEC;
- Will arrange interviews, press conferences and live talk show appearances on various media network including radio and TV; and
- Perform other tasks as may be required by Management.

EDUCATION AND EXPERIENCE:

- Degree holder from a recognized university in the field of Mass Communication or other related field
- Minimum of 3-5 years relevant job experience and skills in the public and private sector.

REQUIRED SKILLS/COMPETENCIES

- Leadership skills
- Strong presentation and communication (oral and written) skills
- People Management Skills
- Sound Interpersonal Skills
- Administrative skills
- Problem solving skills
- Computer application skills
- High level of integrity

SUBMISSION AND DEADLINE FOR ALL APPLICATIONS:

Interested individuals meeting the minimum requirements are encouraged to submit resumes with cover letters along with all supporting Documents/credentials to the following address not later than **Friday, March 27, 2020 at 4:00 P.M.**

**The Human Resources Manager
Liberia Electricity Corporation
Monrovia, Liberia**

Email: hcarter@lecliberia.com