



job description

Customer Service Officer, Kimbe

position purpose

The successful applicant will be required to effectively and efficiently;

- Review and assess new member applications received and liaise with Head Office for registration,
- Provide assistance to Manager Member Services in driving membership growth at the branch to achieve set targets,
- Assist with providing awareness to our members and the general public on NCSL's products and services,
- Maintain professional internal and external relationships that meet company core values.

key responsibility areas

The successful applicant MUST meet the following minimum requirements;

- Proven exposure in providing first class customer service in a timely manner in a similar work environment,
- Demonstrated exposure in processing new member/customer applications within required service standards and providing regular update to applicants,
- Possess more than three (3) years of proven exposure in reviewing and registering new member/customer applications and providing support to increase the membership/cliental base,
- Possess some knowledge in systems and processes to be able to navigate within the system to provide timely service and accurate feedback to member queries,
- Diploma Qualification in Customer Service, Business Management, Banking & Finance, Accounting or related field,
- Strong customer experience and ability to interact and cooperate with all staff and maintain professionalism that meets company core values.



To apply please forward CV with copies of qualifications to:

Manager Human Resources
nasfund contributors savings and loan society ltd.
PO Box 7732,
Boroko,
National Capital District
Or Email: recruitment@ncsl.com.pg

Applications close Friday, 7th August 2020, only shortlisted applicants will be contacted for an interview.