



Liberia Electricity Regulatory Commission

Behind Lonestar MTN Headquarters, Tubman Boulevard
Congo Town, Monrovia, Liberia

Terms of Reference and Scope of Services



Title: Licensing and Customer Relations Assistant

Department: Legal, Licensing, and Public Affairs Department

I. Background

The Liberia Electricity Regulatory Commission (LERC) was established as the independent regulator for the electricity industry under the 2015 Electricity Law of Liberia (2015 ELL). LERC oversees the transformation and development of the electricity sector to attract investment, improve availability and adequacy as well as quicken the pace of access to electricity in the liberalized market.

The LERC grants Licenses and Certification to Electrical Professionals (Electricians, Electrical Inspectors, Energy auditors, Artisans, Solar PV installers and Electrical Contractors) involved with electrical works, including the design, installation, commissioning, maintenance, repair, inspection and testing of such works as well as energy efficiency. The LERC also receives complaints from customers of Electricity Distributors.

The Terms of Reference outlined below are for a Licensing and Customer Relations Assistant, who shall be responsible for managing the Licensing and Certification process of Electrical Professionals, managing the Commission's customer service complaints portal, and leading the complaints process.

HOW TO APPLY

Applicants are urged to follow the below listed requirements for consideration of applications:

1. Check the LERC website www.lerc.gov.lr for details of the job descriptions.
2. Only email applications will be accepted
3. Please address your signed Letter of Application, Curriculum Vitae (CV), and all supporting documents in portable document format (PDF) to the following address below and submit via email to hrvacancy@lerc.gov.lr with a copy to pvarmah@lerc.gov.lr no later than midnight on September 27, 2024:

*Human Resource Manager
Liberia Electricity Regulatory Commission
Behind LoneStar MTN Headquarters
Congo Town, Monrovia, Liberia*

4. Kindly indicate position title in your email subject line
5. If you are applying for more than one positions, please submit a separate email along with the full application package for each position indicating the respective position title in the subject line.



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II. Scope of Services

Responsible for handling the process for licensing of solar installers and certification and licensing of electrical technicians and contractors, customer service-related issues and the complaints process of the Commission as provided for in the Regulations. and must have the ability to work well with all stakeholders, licensees, consumers/customers and the Commission. Sensitivity to confidential information is required.

III. Main Responsibilities

The Licensing and Customer Relations Assistant shall perform the following duties and responsibilities:

1. Receive and acknowledge to applications for the license and certification and process applications as per the Regulation.
2. Review and coordinate the vetting process of applications.
3. Manage the Commission's licensing portal.
4. Schedule tests and coordinate interviews with applicants for license and certificates.
5. Maintain and keep an updated license registration log.
6. Serve as a link between applicants for license and certificates, stakeholders and management by handling questions and helping resolve them in a timely manner.
7. Receive complaints and submit it to the Director of Legal, Licensing and Public Affairs.
8. Manage the Commission's customer service complaint portal
9. Follow up on complaints and ensure they are properly handled and resolved in accordance with the Commission's Complaints and Disputes Resolution Regulation and Guidelines
10. Maintain and keep an updated complaints and disputes resolution log
11. Serve as a link between complainant and the Commission by following up on complaints and ensure they are resolved in a timely manner
12. Prepare and submit documentations and reports in a timely manner and
13. Carry out other tasks relative to this assignment, given by the Director of Legal, Licensing and Public Affairs

IV. Minimum Academic Qualifications

Undergraduate degree in Business Management/Administration, Management, or related field.



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V. Minimum Experience:

Minimum three (3) years of progressive experience in Administration, Customer Service, Data Processing and Management

VI. Key Competencies

Abilities and Skills

- 1) Good record-keeping skills
- 2) Proficiency in data Analysis, data imputation, and data storage
- 3) Program management
- 4) Complaints handling

VII. Performance Criteria:

The Licensing and Customer Relations Assistant performance will be evaluated by his/her supervisor. Key Performance Indicators of his/her performance shall be the timely completion of tasks and the quality of his/her output.

VIII. Duration of Contract

The Licensing and Customer Relations Assistant shall be a permanent staff. He/She shall be given an indefinite contract that may only be terminated with cause.

IX. Duty Station

The Licensing and Customer Relations Assistant shall be stationed in Monrovia and shall only travel to other counties in Liberia and Countries when the need arises.

X. Reporting

The Licensing and Customer Relations Assistant shall report to the Director of Legal, Licensing, and Public Affairs.