



Office of the Human Resource Manager

National Transit Authority (NTA) – Vacancies Announcement

Hiring Entity:	National Transit Authority (NTA)
Location:	Across NTA Functional Regions, Liberia
Job Title:	Customer Service Representative
Posted On:	July 23, 2025
Application Deadline	August 2, 2025
Employment	Contract
Salary Type	Negotiable

Position Summary

Customer Service Representative
Department: Marketing & Communications
Reports To: Assistant MAC Manager

The CSR is responsible for providing accurate information about services, addressing customer concerns, and ensuring high levels of satisfaction through excellent service delivery.

Key Duties

- Provide timely and accurate information regarding bus routes, fares, schedules, and NTA policies.
- Handle passenger complaints, inquiries, and feedback courteously and professionally.
- Log customer feedback and submit regular reports to supervisors.
- Assist in lost-and-found item reporting and retrieval.
- Educate passengers on safety procedures and customer responsibilities.
- Ensure courteous and efficient passenger service across terminals, offices, and telephone inquiries.
- Coordinate with dispatch, drivers, and the operations team to resolve service issues.
- Promote NTA services and maintain a positive public image for the Authority.
- Maintain cleanliness and organization at the customer service point.
- Perform any other related duties as assigned by the supervisor.

Qualifications

- Must be a College Student or University Graduate
- Possess 2 years of working experience in Customer service or administrative roles
- Be computer literate and versed in Microsoft office suit
- Be fluent in English language
- Proven ability to communicate orally and in writing;
- Must have respect for diversity and confidentiality;

Application Instructions

Submit the following:

- Application Letter & Updated CV
- Attached all Credentials
- Three professional references (with emails and phone numbers)
- Clearly indicate position title in subject line

Email to: kvarmah@nta.com.lr/ magbollah2013@nta.com.lr Or submit hard copies to: Human Resources Department – NTA Office, Japan Freeway, Gardnersville

NTA is an Equal Opportunity Employer – Females are encouraged to apply

Submission Deadline is 5:00pm, August 2, 2025. Only short-listed candidates will be contacted.