



**PUBLIC PROCUREMENT AND CONCESSIONS COMMISSION**  
Executive Mansion Grounds, Capitol Hill, Monrovia

**POSITION TITLE: SWITCH BOARD OPERATION OFFICER**

**REPORTS DIRECTLY TO: IT MANAGER**

**DIRECTLY SUPERVISES:**

- Nil

**DEPARTMENTAL/ FUNCTIONAL RELATIONS:**

- Finance and Administration Division

**EXTERNAL RELATIONS**

- LIBTELCO
- LTA
- Communication Service providers

**PURPOSE**

- To monitor and ensure that all outgoing and incoming calls are made via the internal telephone system.

**KEY RESULT AREAS:**

- Monitoring & Reporting
- Equipment management
- Stakeholder relationship and management

**DUTIES:**

**GENERAL MANAGEMENT FUNCTIONS:**

- Participates in planning and implementing the procedures followed in the operation of the switchboard.

**TECHNICAL DUTIES**

- Receives and responds to calls made from offices.
- Transfers calls to their destination.
- Maintains an updated log of all assigned telephone numbers and informs callers of newly assigned numbers to offices.
- Reports equipment malfunctions
- Performs other relevant duties consistent with the function of the section that may be assigned by the supervisor from time to time.

**SUPERVISORY FUNCTIONS**

- Nil

**AUTHORITY LIMIT**

- **Management of budget:**
  - Nil
- **Staff management:**
  - Nil
- **Asset management:**
  - Uses assigned assets to accomplish the job

## EDUCATIONAL QUALIFICATION

- AA Degree in Business Administration, Accounting, Economics, Sociology, English, Communication or related fields from a recognized university
- Bachelor's degree in any of the above disciplines will be an added advantage

## WORK EXPERIENCE

- At least one year of proven experience in switchboard operation, IT
- Experience in procurement or concession would be an added advantage also

## OTHER REQUIREMENTS

- Proven planning and organizing skills.
- Strong negotiation and conflict management skills
- Good interpersonal and persuasive skills
- Must be able to communicate fluently and make field reports in English
- Ability to work in a fast paced and often pressured environment
- Sound decision making based on the thorough analysis
- Working knowledge of MS Word, Excel and PowerPoint.

## Additional Information

The electronic version of this notice can be obtained by sending a request to [jobs@ppcc.gov.lr](mailto:jobs@ppcc.gov.lr) or from the following websites: PPCC ([www.ppcc.gov.lr](http://www.ppcc.gov.lr)); Executive Mansion ([www.emansion.gov.lr](http://www.emansion.gov.lr)).

## How to Apply

Applications that do not follow the below requirements will not be considered.

1. Only email applications will be accepted.
2. Please address Expression of Interest (signed), CV, and all supporting documents in portable document format (PDF) to the following address and submit via email to [jobs@ppcc.gov.lr](mailto:jobs@ppcc.gov.lr) not later than midnight GMT on Monday, January 25, 2016:

Director of Administration & Finance  
Public Procurement and Concessions Commission (PPCC)  
Executive Mansion Grounds, Capitol Hill  
Monrovia, Liberia

3. Please indicate position title **only** in your email subject line.
4. If you are applying for more than one position, please submit a separate email with the full application package for each position indicating the respective position title in the subject line.
5. Please use this order to name your file attachments: **First name\_Last name** followed by **document**, e.g. *Tamba\_SatiahCV* or *Tamba\_SatiahDiploma* or *Tamba\_SatiaEOI*.

**Only shortlisted candidates will be contacted.**