



## The Future of Work Africa Learning Center, Port-Harcourt, Nigeria

**Vacancy Announcement: April 15, 2022| Closing Date:**

### **Client Services Officer (CSO)**

FUWALC Inc - Port Harcourt, Nigeria

N40,000 per month starting salary with a raise after 6 months based on performance.

### **Overview**

We are looking for smart, curious, and passionate individuals to join our international team and contribute to our shared success.

The Client Service Officer (Applicant Navigator) provides courteous service in response to clients/applicants through various forms of communications which includes via telephone, email, social media-Facebook, Twitter, Instagram, WhatsApp or by custom letter.

Job Type: Full-time; N40,000/Month

Essential Functions and Responsibilities:

- Shall be the Client Services Coordinator
- Must be able to handle multiple tasks as assigned.
- Answer applicant telephone inquiries as well as research and resolve applicant inquiries that deal with basic services provided by FUWALC via telephone, social media and written requests under the supervision of the International Student Advisor (ISA)
- Provide a written response to applicant inquiries as well as develop (with supervisor's direction) applicant letters used to provide standardized responses.
- Process verification requests, transcript requests, applicant information changes, and other service requests offered by FUWALC.
- Perform daily quality assurance review and day-end sorting of correspondences and data entry as required.
- Facilitate creation, retrieval of applicant files and related materials
- Promote a high degree of customer satisfaction and problem resolution in all applicant interactions.
- Troubleshoot applicant problems and follow-up on solutions.
- Provide a high level of customer service in a fast-paced environment.
- Performs other work-related duties as assigned.

## **Qualifications: Minimum Qualification**

- Ordinary National Diploma (OND)
- Demonstrated relevant work history.
- Two years' experience as a customer service representative in a high volume call center, and excellent communication skills
- Proficient with Microsoft Office products.
- Strong written, verbal, analytical, and interpersonal skills
- Strong Social Media engagement experience required.
- Preference to Female candidates who are pragmatic.

## About The Future of Work Africa Learning Center, Inc.(FUWALC)

FUWALC is a Social Enterprise that provides international higher education consultancy that helps individuals in Africa to gain access to skills-based teaching and learning to enable them live, work, change careers or start a business in their country of choice by providing them with accurate and authentic information and opportunities.

We provide foreign students with a comprehensive assessment of their academic records to facilitate their successful admission to schools in the US and other countries.

FUWALC is an affiliate of Africa Universities Fund based in New York City, United States - a public charity in the United State. Africa Universities Fund is committed to nurturing and harnessing the skills, talents and employability of young people in Africa by opening up opportunities for 21-Century skills-based teaching and learning.

## Benefits & Compensation

We offer competitive compensation and benefits to meet different employee needs and lifestyles. This position pays N40,000/month.

Job Type: Full-time

Schedule:

- 8 hour shift - 8:00 AM - 4:30 PM
- Monday to Friday
- There may be needs for Saturday events. There will be overtime pay based on the program and number of hours.

Education:Minimum Qualification

- Ordinary National Diploma (OND)

Work Location: One location; Travel Opportunities around Nigeria is required and will be covered.

How to apply for this position:

1. Click on this link: <https://forms.gle/jHgSyd6ZEyZWZshh8>, complete the form and attach your resume or CV ( your resume or CV must not be more than 2 pages, double-spaced, font 10 - 12);
2. Submit.

What happens after you apply?:

After the closing date for this vacancy announcement, all applications received within the application timeframe will be reviewed. If we believe that your application could go forward, someone from our office will contact you with further information and instruction.

We are an equal opportunity employer: We do not discriminate based on sex, tribe religious or political affiliation.