



REPUBLIC OF LIBERIA
MINISTRY OF HEALTH
P. O. BOX 10 – 9009
1000 MONROVIA 10, LIBERIA

JOB VACANCY

POSITION TITLE: Human Resources Officer for Enquiries, Ministry of Health

REPORTS DIRECTLY TO: Director, Human Resources Division

DIRECTLY SUPERVISES: Nil

DEPARTMENTAL/FUNCTIONAL RELATIONS

All departments

EXTERNAL RELATIONS

- Ministry of Finance and Development Planning (MFDP)
- Civil Service Agency
- Ministry of Education,
- Ministry of Labour
- Educational and Training Institutions
- Health professional regulatory boards,
- Development partners,
- Civil Society Organization, etc.

PURPOSE:

The primary purpose of this role is to assist the Director, Human Resources Division to manage all HR Division communications and enquiries from Ministry of Health employees and external stakeholders.

KEY RESULT AREAS:

- Information and Communication
- Customer Service

DUTIES:

- **General Management Functions**
 - Nil
- **Technical Duties**
 - Manage the enquiries desk and enquiries hotline to receive, process, and appropriately document all employee enquiries in a courteous and professional manner.
 - Refer enquiries, where appropriate, to the relevant position for the expeditious management of employee concerns and issues.
 - Prepare weekly and monthly summaries of enquiries received and managed.
 - Analyse trends in employee issues/enquiries and recommend general measures to be taken to proactively address them.
- **Supervisory Functions**
 - Nil

AUTHORITY LIMIT

- **Management of budget**
 - Nil
- **Staff management**
 - Nil
- **Asset management**
 - Nil

EDUCATIONAL AND WORK EXPERIENCE

- Associate degree in Human Resource Administration, Business administration, Communications or a degree in a related field
- Minimum of one year experience working in an administrative setting particularly on human resource administration

OTHER REQUIREMENTS

- Very good knowledge/understanding of the Standing Orders and other policies of the Civil Service of Liberia.
- Sound knowledge of Human Resource Management, including recruitment, employee orientation/on boarding, performance management, employee development, separation, etc.
- Ability to develop and maintain strong professional relationships with internal and external stakeholders.
- Ability to apply logic and reasoning to evaluate issues and enquiries, consult relevant stakeholders, and proffer appropriate solutions to problems.
- Very good communication skills (Oral and Written).
- Very good report writing skills.
- Very good IT skills, with good knowledge of Microsoft office.
- Team Player.
- Confidentiality and Integrity.

All applicants interested in any of the above positions are kindly asked to submit their applications to the address below and drop it in the tender box or the email stated below:

**The Personnel Division
Attn: James M. Beyan, Human Resource Manager
Ministry of Health, Congo Town
Monrovia, Liberia**

Email: proumohsw@gmail.com

This vacancy is also found on the Ministry's website: www.moh.gov.lr

DEADLINE FOR SUBMISSION OF APPLICATIONS: Wednesday, April 12, 2017 AT 4:00PM LOCAL TIME.

