



## **DIVISION OF FINANCE TRADE AND THE ECONOMY**

### **EMPLOYMENT OPPORTUNITIES**

#### **CONSUMER LIAISON OFFICER**

The Administrator, Division of Finance, Trade and the Economy invites applications from suitably qualified persons for the office of Consumer Liaison Officer on contract in the Division of Finance, Trade and the Economy.

The incumbent will be required to perform a variety of duties that will be assigned by the Consumer Affairs Manager. The Consumer Liaison Officer will be required to assist in addressing all aspects of consumer complaints to ensure the achievement of customer service objectives inclusive of customer satisfaction, in accordance with the Department's and Division's mission. Depending on assignment, the incumbent may be required to perform some or the full range of the duties of this position.

#### **KNOWLEDGE, SKILLS AND ABILITIES**

##### **Knowledge:**

- ❖ Knowledge of consumer laws, rules, regulations and practices
- ❖ Knowledge of organization structure, policy, methods and systems of the Department of Consumer Affairs and the Division.

##### **Skills And Abilities:**

- ❖ Ability to manage time efficiently and must have effective interpersonal and communications skills
- ❖ Skilled in the use of Microsoft Word.
- ❖ Ability to be able have a high level of sensitivity in dealing with the public.
- ❖ Ability to work as part of a team.
- ❖ Ability to establish and maintain effective working relationships with colleagues and the public.
- ❖ Ability to prepare and deliver lectures of a high standards
- ❖ Ability to analyze diversified points of view in leading discussions and answering questions
- ❖ Ability to demonstrate qualities of self- motivation, self- discipline and a high sense of responsibility.

#### **MINIMUM EXPERIENCE AND TRAINING**

- ❖ At least a first degree in Consumer Studies, Social Sciences, Marketing, Home Economics or Human Ecology. Considerable experience in group facilitation / training is required.

## **SUBMISSION OF APPLICATIONS**

Applications including Curriculum Vitae giving details of relevant qualifications and experience, copy of birth certificate, copies of all certificates and (2) references should be submitted to the Human Resource Unit on or before **December 13, 2024, at 3:30 pm** and should be addressed to:

**Administrator  
Division of Finance Trade and the Economy  
Victor E. Bruce Financial Complex  
6-10 Post Office Street, Scarborough  
Tobago**

**Please indicate Attention: Human Resource Officer II on envelope**

Or via email to [hr@finance.tha.gov.tt](mailto:hr@finance.tha.gov.tt)

**INCOMPLETE AND UNSUITABLE APPLICATIONS WILL NOT BE CONSIDERED.**

Applications submitted without the following will be deemed incomplete and unsuitable.

- **Applicant's signature**
- **Date of application**
- **Copy of Birth Certificate attached (computerized only)**
- **Contact information**
- **Non submission of all required documents**
- **Legible and clearly printed copies of:**
  - **Relevant academic qualifications**
  - **Documents showing proof of citizenship (if not born in Trinidad and Tobago).**