



Job Vacancy Lead Customer Service Consultant

NCSL, the largest Savings and Loan Society in PNG with over 152,000 members, is currently undergoing an exciting transformative journey to further enhance the service to members and to be ready for the future.

We're Hiring: Lead Customer Service Consultant

We are seeking a dynamic and customer-focused Lead Customer Service Consultant to join our team. In this role, you will be managing and growing long term relationships with partner employers of NCSL and in line with NCSL's mission and values, understanding and supporting the member's needs and promoting relevant financial and digital products and services.

Key Responsibilities:

- Lead and model consistent delivery of exceptional member service at the branch.
- Acquire, foster and maintain professional business relationships with key employers and business stakeholders in the branch catchment area.
- Oversee new member registration, KYC verification and account activation processes,
- Supervise branch transaction operations, reconciliations and report any irregularities or operational risks.
- Support Branch sales and product promotions, and coordinate awareness drives and mini campaigns in the branch catchment area.
- Lead initiatives to enhance service efficiency, digital adoption and member convenience.

Essential Qualifications, Technical Skills & Experience:

- Proven exposure in providing first-class customer service in a timely manner in a similar work environment.
- Diploma Qualification in Sales and Marketing, Business Management, Banking & Finance, Accounting or related field.
- Strong customer experience and ability to interact and cooperate with all staff and maintain professionalism that meets company core values.

Why Join Us?

- Work with a forward-thinking and supportive team who cares about your welfare.
- Opportunities for career growth and development.
- Competitive salary and benefits package.
- Better Medicare and Health support for your family.
- Be part of a mission-driven organization that values integrity and accountability.

Please forward your CV and a cover letter addressing the key competencies above with copies of qualifications to:

Head of Human Resources
NASFUND Contributors Savings & Loan Society Ltd.
P.O Box 7732,
BOROKO,
National Capital District
Or Email: recruitment@ncsl.com.pg
Subject: Job Application – Lead Customer Service Consultant – Alotau

Applications close **Wednesday, 5th November 2025**, only shortlisted applicants will be contacted for an interview.