

VACANCY

Great opportunity to join a leading regional organisation

AfriNIC is the Internet Numbers Registry for Africa. AfrinIC is a non- governmental and not for profit organisation registered in Mauritius to provide Internet number resource management and some coordination services to the African Internet community.

Membership Services Liaison **Ref: afjob_msl201003**

General Function: AfrinIC's Member Services Liaison (MSLs) are the initial and primary interface between our members and the Organisation. Member service liaisons are required to work closely with our registration services, administrative and training teams to assist with the timeous and professional resolution of member requests. As such, MSLs are crucial in maintaining an overall high degree of satisfaction among our members, thereby ensuring our commitment to service excellence. MSLs may also on occasion be required to travel to represent AfrinIC at industry events.

The role would suit an extroverted personality, who is comfortable in a customer service environment, and equally comfortable with interacting with either individuals or large groups.

This position is based at the AfrinIC headquarters in Mauritius. The Membership Services Liaison reports to the Technical Operations Area Manager.

Primary Duties and Responsibilities

- The general responsibilities of a MSL will include:
- Maintenance of customer relationships to an excellent international standard
- Identifying areas for improvement and suggesting and/or implementing new tools and systems to facilitate these
- Coordinating with AfrinIC's internal structures to meet member needs
- Maintenance of the AfrinIC resource registration databases
- Representing AfrinIC at industry related meeting

Skills Required

- Excellent interpersonal and communication (both verbal and written) skills
- Excellent bilingual abilities; fluency in both French and English is a must, with additional languages an advantage
- Self motivated, diplomatic and reliable
- Ability to remain courteous when dealing with irate members
- Ability to interact with people from a variety of cultures and backgrounds
- Ability to perform administrative tasks quickly and reliably
- Computer literate - able to learn and use Unix based computer tools
- Flexibility to work outside normal business hours when needed
- At least 1 year of work experience in a customer service role, or, a bachelor's degree in a related course of study

Skills Preferred:

- Previous work experience in a customer service role at an ISP, or Internet related environment
- Knowledge of Internet related technologies.
- At least 2 years of work experience in a technical support and/or technical customer service role, or, a bachelor's degree in a related course of study

Benefits:

As well as competitive salaries, we offer a wide range of secondary benefits. These include:

- Health insurance,
- 24h Accident cover
- International travel opportunities
- Vacation leave
- Generous training budget for all staff
- Language lessons
- Regular performance and salary reviews
- Subsidised Internet connectivity costs
- Travel costs reimbursed
- Paid parental leave after one year with the company

Applications:

For additional information and a full Job Description, please visit <http://www.afrinic.net/job/>.

If you wish to apply for this position, please email a Letter of Motivation accompanied by your CV, both in English, to jobs@afrinic.net. To facilitate timely handling of your application, please quote the relevant Vacancy Reference Number and your name in the subject line of your email or Letter of Application. **APPLICATION DEADLINE: 18th March 2010**

AfriNIC reserves the right to call only the best qualified candidates for an interview and not to make any appointment following this advertisement.