

FREQUENTLY ASKED QUESTIONS (FAQ)

Category: About the Civil Service Agency

What does CSA stand for?

CSA stands for the Civil Service Agency.

Who is the head of the CSA?

The head of the CSA is the Director-General. The current Director-General is Hon George K. Werner.

When was the CSA created?

The CSA was created in 1973 by an Act of the Legislature.

What does the CSA do?

The CSA is independent from all other Ministries and Agencies of Government and serves as the central government agency responsible for managing the Civil Service. It is responsible for improving the human resources, service delivery, effectiveness and efficiency of the Service, which entails planning human capacity needs, recruitment and selection, training and development, performance management, and career development of Civil Servants. Additionally, the CSA provides policy advice to the Government of Liberia in key areas of the Civil Service including organization, staffing, pay and benefits, pension, conditions of service and human resources development. Ultimately, the CSA ensures that the Liberian civil service is competent, professional and motivated and that it meets the workforce needs of the Government and delivers quality, efficient services to the people of Liberia.

Where is the CSA?

The Civil Service Agency is located on 63 Carey Street, Monrovia, Republic of Liberia.

What is a Civil Servant?

A Civil Servant is any individual employed within the civil administration of Liberia, which includes teachers and health workers. A Civil Servant is not military or security personnel nor is a Civil Servant an appointed or elected official or contracted to render a particular service to the Government of Liberia.

What is a Public Servant?

A Public Servant is one who works for the government of Liberia but is not covered under the Standing Orders of the Civil Service. A Public Servant is often appointed or elected.

What does MAC stand for?

MAC stands for Ministries, Agencies and Commissions.

What is the size of the current Civil Service of the Government of Liberia?

The present strength of the civil service is approximately 37,000 Civil Servants.

What are some of the reasons for the decline in the Civil Service?

The fifteen year civil war destroyed the Civil Service. The modicum of a merit-based, Civil Service system prevailing in the country was ruined. During the war, Civil Service standards, policies and procedures were largely ignored. Unqualified persons were hired into the Civil Service based on allegiance to warring factions rather than merit.

Category: Employment in the Civil Service

Are there age requirements to be a Civil Servant?

Yes. Civil Servants must be between eighteen (18) and sixty-five (65) years old.

Who can become a Civil Servant?

There are four basic eligibility requirements. These include Liberian citizenship, good character, between eighteen (18) years old and sixty-five years of age, and no criminal background.

What is the Civil Service Test?

The Civil Service Test is a two-hour long written examination that is designed to assess the knowledge, skills, and experiences of candidates interested in joining the Liberian Civil Service. Please note that in order for a candidate to be considered for a vacancy in the civil service, he/she must have passed the civil service test required for the position.

When is the Civil Service Test offered?

The Civil Service Test is offered every Tuesday and Thursday morning at 9:00am. To register for the Civil Service Test, please contact Employment Services, 63 Carey Street.

How often can I take the Civil Service Test?

You can sit the test up to three times within a year. If you fail, you must wait for at least two months before you will be eligible to sit the exam again. If you fail all three times, you will have to wait one year before you will be eligible to sit the test again.

What happens if I fail the Civil Service Test?

If you fail the test, you will have to wait two months before you will be eligible to sit the test again.

What is the Merit-Based Recruitment and Selection Process?

This process will ensure that the recruitment and hiring of Civil Servants occurs through a transparent, unbiased, and professional process.

What does PAN stand for?

PAN stands for Personnel Action Notice.

What is a Personnel Action Notice (PAN)?

A PAN is required for to be hired into the Civil Service. The process of processing PANs starts from the Ministry, Agency and Commission, which is forwarded to the Civil Service Agency for review. It is then forwarded to the Department of the Budget for further review and is then returned to the CSA Employment Service for filing. The last step to processing the PAN is send a copy to the Ministry of Finance Electronic Data Processing Unit for inclusion on the payroll and salary disbursement.

How long does it take to process a PAN?

It takes one week to process a PAN.

Category: Pay and Grade of Civil Servants

How often do Civil Servants receive pay raises?

Can a Civil Servant's monthly salary be reduced?

Yes. A Civil Servant's monthly salary may be reduced for disciplinary purposes. In such cases the appointing authority must state whether the reduction is permanent or temporary, and if temporary, shall give the conditions or date upon which the salary will be restored.

What happens when a Civil Servant reaches his/her maximum step or grade?

When a Civil Servant reaches the maximum step or grade, he/she may choose to remain at his/her place of employment or seek employment elsewhere.

Is the compensation of Civil Servants adjusted?

Yes. There are periodic reviews of compensation in the Civil Service. As long as the government revenue increases, compensation for civil servants will be adjusted accordingly.

Category: Pension and retirement in the Civil Service

When is a Civil Servant eligible for pension?

A Civil Servant is eligible for pension at sixty-five years of age or twenty-five years of service.

Is pension voluntary?

No. An employee cannot voluntarily request to be pensioned. He/she must meet the pension requirements as laid down by the government.

What pension benefits are available to Civil Servants?

Civil Servants are eligible to receive monthly pension benefits once they have reached the age of 65 or have served 25 years. The amount of the pension benefit depends on the number of years of service as well as the last monthly salary.

For more information about the pension scheme, please check out the CSA Pension Brochure, found here.

Are there restrictions to employment once a Civil Servant has been pensioned?

Yes. If a Civil Servant is pensioned, he/she can only work again in the Civil Service on a contractual basis. He/she **cannot** regularize his/her status in the service again.

Category: Careers in the Civil Service

What does transferring from one MAC to another entail?

A Civil Servant can be transferred from one MAC to another upon the request of the head of the supplying MAC. The transferred employee usually goes to a higher position. The details are then worked out through the CSA and other relevant institutions including the Ministry of Finance, so that the relevant transfer can be made.

Can a Civil Servant work in multiple Government Institutions at the same time?

No, a Civil Servant is not allowed to work in more than one Institution simultaneously.

When do transfers occur?

Transfers are done only on the basis of a vacancy that exists within another ministry, agency or commission and not on the basis of dissatisfaction by the Civil Servant.

When can a Civil Servant be transferred?

Can Civil Servants be suspended?

A Civil Servant cannot be suspended for time indefinite except the issue that leads to the suspension is an allegation of fraud, which requires longer investigative period by the Ministry of Justice. Other than that, the suspension shall last no longer than 30 days.

Category: Capacity Building in the Civil Service

Are there capacity building programs in the Civil Service?

Yes. There are four capacity building programs: the Senior Executive Service, President Young Professionals, Liberia Emergency Capacity Building Program, and Transfer of Knowledge Through Expatriate Nationals. These programs contribute to building capacity in the government.

Who is eligible to apply for the capacity building programs?

Any Liberian citizen both local and abroad, who has met the professional requirements and recruitment criteria set forth, is qualified to apply for these programs once vacancies are available.

Does a candidate have to live in Liberia to be eligible to be considered for one of the capacity building program?

No. The program is open to Liberians both at home and abroad, as long as they have documentation proving their Liberian citizenship.

What are the terms and conditions associated with the capacity building programs?

The specific terms and conditions vary among the different programs, however, all of them are based on contracts that are up for renewal generally each year.

What is the application process for the capacity building programs?

Interested candidates are invited to apply online or submit their completed applications via hard copy to the Civil Service Agency, 63 Carey Street, Monrovia, Liberia.

Can contractors funded by the capacity building programs be absorbed into the regular civil service?

The government is working to integrate those specialists into the regular civil service under the core budget.

Any Civil Servant who feels that he/she was unfairly treated in any way or manner, consistent with the Standing Orders, is eligible for an appeal.