



County Kildare LEADER Partnership,  
Enterprise Skills Programme



#CES-2358023



Presentation Convent, Meadow Road, Kildare,  
Co. Kildare, R51 RF88



No of positions : 1



Community Employment Programme



19.5 hours per week



[Community Employment Programme Rates](#)



02/10/2024



13/11/2024

## How to register your interest

To register your interest, take note of the scheme reference number and then:

- [Sign in](#) using your MyGovID account

( Search using the scheme reference number and submit your details )

or

Contact a case officer in your [local Intreo Office](#)



Open your camera app & point here to view this ad online



## Customer Service Representative / Administrator

### Application Details

Eligibility to participate on CE is generally linked to those who are 21 years or over and in receipt of a qualifying social welfare payment for 1 year or more or 18 years and over for certain disadvantaged groups. Your eligibility will have to be verified by the Department.

You can register your interest by selecting the 'Register your interest' button or you can contact an Employment Personal Advisor (EPA) in your local Intreo Centre.

Applicants should supply suitable character references and be prepared to complete a Garda vetting application form.

### Job Description

#### Duties

This is a developmental opportunity, no experience necessary. Accredited training will be provided to support your career.

As the first point of contact for Kildare Small Jobs provide a friendly & efficient approach to all calls received / outgoing - ensuring service users who are isolated / needing support receive the adequate time required.

Take appropriate action - book job assessments, jobs & referrals to other services where necessary

Dealing with queries regarding the service & providing adequate information

Dealing with all incoming / outgoing post for the service & responding where required

Drafting letters to customers / service affiliates where required

Ensure all photocopying is completed where necessary

Maintain financial records for the service / customers & necessary paperwork

Compile job schedules for the maintenance workers, including logistics

Networking within the community to promote the service

Distributing flyers / information on the service

Liaise with the various services regarding referrals / referral procedures

Compile / regularly update a list of trades people for referrals

Basic computer skills necessary - use functions to access software, save/retrieve/edit documents, create/delete folders & files

Word-processing - produce documents to acceptable standards - i.e. letters, job schedules etc.

Spreadsheets - utilise spreadsheets for the production of statistics, customer jobs, equipment control etc.

Using email & internet for tasks associated with the role - Manage folders, send, receive & retrieve emails

Take part in training relevant to the role where required

Take part in team meetings where required

Assist with general reception duties & provide cover where required

For more information contact Christy Morrison: [christopher@countykildarelp.ie](mailto:christopher@countykildarelp.ie) / 086-1363998

- **Sector:** administrative and support service activities