



South Dublin County Partnership



#CES-2414638

CITIZENS INFORMATION, UNIT 2, Oakfield



Ind Est, Ninth Lock Road, Dublin 22, D22

A9C6



No of positions : 1



Community Employment Programme



19.5 hours per week



[Community Employment Programme Rates](#)



02/10/2025



13/11/2025

How to register your interest

To register your interest, take note of the scheme reference number and contact an Employment Personal Advisor (EPA) in your [local Intreo Office](#)



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



Reception Cover - Citizen Information Clondalkin

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.

To register your interest you can contact an Employment Personal Advisor (EPA) in your local Intreo Centre.

Job Description

Duties

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

Operate the switchboard: answer phones; record details for follow-up consultations with information officers

Manage reception: interact with clients; manage queues; set client expectations regarding wait times

Provide simple non-confidential information and advice at reception.

Assist callers in scheduling appointments with relevant clinics (e.g., FLAC, Local specialist clinics)

Prevent overcrowding at reception

Support staff in the interview rooms

Support volunteer staff

Input information into CIS data collection systems

Monitor reception emails when directed

Report on Social Policy issues

Handle administrative tasks: mail shots, photocopying, recording incoming and outgoing post,

Scheme Worker rota, collect customer feedback (surveys, comment cards, etc.)

Ensure the Citizens Information Service has an adequate stock of the publications, information leaflets, application forms etc.

Assisting the Development Manager with office work

Attend regular team meetings

Perform duties as assigned by the Development Manager

Please note that training is an integral part of the CE programme and must be undertaken. If interested in this vacancy please send your CV to: Louise.parsons@sdcpartnership.ie

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