



Kilmallock Tourism Development Ltd



#CES-2415265

CITIZENS INFORMATION, Pastoral and



Resourc, Sheares St, Kilmallo, Co. Limerick,  
V35 AH77



No of positions : 1



Community Employment Programme



19.5 hours per week



[Community Employment Programme Rates](#)



07/10/2025



18/11/2025

## 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](#)



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## Citizen Information Officer

### 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.

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.

Reception cover & assistant to Information providers Citizens Information

Job Description:

- To support the provision of reception cover and carrying out associated administrative and communication duties
- Being the first point of contact with the public and assisting them to either wait to speak to an information officer; use the CIPS helpline and or refer them to a more appropriate organisation relating to the information or service they may need.
- To support the recording of statistics relating to number and type of callers and queries
- Reception cover may be called on to assist Information Officers with their queries. In general the type of support requested includes

Photocopying

Form Filing

Sending a fax, Scanning documents

Locating forms/information booklets

Following up with minor queries, i.e. ringing ESB, Board Gas and other service providers

Other

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

Other duties may be assigned in order to ensure a smooth running of the service.

Competencies:

Applicants will need to be computer literate.

Enjoy dealing with people.

Excellent communication skills.

Experience of working in a busy information environment is desirable.

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 a case officer in your local Intreo Centre.

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