



SHARERIDGE LIMITED



#JOB-2422621



Co. Kilkenny,



No of positions : 1



Paid Position



40 hours per week



To be Confirmed



27/11/2025



08/12/2025

How to apply

Application Method :

Please apply to the vacancy by the following means:

Email : recruitment@shareridge.ie

Phone : 0866066249



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



Customer Service Advisor

Application Details

In order to work in Ireland a non-EEA National, unless they are exempted, must hold a valid employment permit. Please review the [Eligibility and requirements for an employment permit](#) if you are unsure of your eligibility to apply for this vacancy.

Job Description

Due to continued growth, new contracts and extensions Shareridge has an exciting opportunity for a reliable and experienced Customer Service Advisor in our Kilkenny office.

Shareridge carries out construction works nationwide in the utilities sector, with customer interface at many points of the process. The Customer Service Team handle multiple communication channels through various methods, with a large variety of customers and stakeholders.

This new role will be an integral part of our Customer Service team delivering a robust and mindful service, in support of our wide ranging construction activities.

This is an excellent opportunity for career driven individuals to grow and develop within one of Ireland's fastest growing engineering companies.

Key Responsibilities:

Preparing and updating project reports and documents.

Engaging with Customers by phone and email.

Organising appointments for field personnel and customers.

Making decisions related to logistics and resources.

Preparing and updating Customer Impact Assessments.

Monitoring and reporting on internal productivity.

Preparing customer notifications for distribution.

Attend meetings with the Project Team to discuss progress made and any issues that arise over the course of the project.

Requirements:

Excellent customer service skills.

Highly proficient in IT systems.

Excellent level of both written and verbal English.

Ability to work on own initiative.

Excellent interpersonal and communication skills.

Excellent attention to detail.

Ability to work to tight deadlines with a solutions focused mindset.

This role reports into our Customer Service Manager and is full time and office based.

- **Sector:** construction

Career Level

- Experienced [Non-Managerial]

Candidate Requirements

(Essential)

- **Minimum Experienced Required (Years):** 0
- **Minimum Qualification:** No Qualification

(Desirable)

- **Ability Skills:** Communications, Customer Service
- **Competency Skills:** Problem Solving, Teamwork