



J.J. KAVANAGH & SONS LIMITED



#WPEP-2429632



Main Street, Urlingford, Co. Kilkenny, E41

V1F6



No of positions : 1



Work Placement Experience Programme



As per WPEP guidelines



Work Placement Experience Programme



20/01/2026



17/03/2026

## How to apply

### Application Method :

This programme is for jobseekers that are in receipt of a qualifying social welfare payment and those transferring from a social welfare scheme. Full eligibility details are available [here](#)



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## Office Administrator & Customer Service Trainee - WPEP Scheme

### Application Details

This Work Placement Experience Programme provides Participants with an opportunity to gain meaningful work experience, learning and training while on the programme. This programme is for jobseekers who are in receipt of qualifying social welfare payments and those transferring from a social welfare scheme or an ETB Training Allowance. Your eligibility for this programme will be verified by the Department as part of the application process.

### Job Description

During the placement, the participant will be introduced to and gain experience in the day-to-day operations of a busy transport office, including administration, customer service, and commercial support. The participant will work alongside experienced staff and receive structured training.

#### Office Administration & Operations

- Observing and assisting with typing, record keeping, and maintaining organised filing systems

- Learning how passenger ticketing and reservation data is entered and maintained in internal booking systems

- Supporting the ordering and management of office supplies

- Assisting with general secretarial and administrative duties

- Observing invoicing processes for Coach Hire services

#### Customer Service & Communications

- Managing inbound customer queries via phone and email under supervision

- Learning how to respond to customer inquiries on social media channels (Facebook, Twitter)

- Assisting passengers with ticketing issues, timetables, route planning, and lost items property logging

- Supporting communication of service updates, such as delays or route changes

#### Commercial & Private Hire Support

- Observing and assisting with preparing and sending Coach Hire quotations

Supporting the sales team with administrative tasks

Learning how follow-ups are completed to secure bookings

## **Role Description**

During the placement, the participant will be introduced to and gain experience in the day-to-day operations of a busy transport office, including administration, customer service, and commercial support. The participant will work alongside experienced staff and receive structured training in the following areas:

### **Office Administration & Operations**

Observing and assisting with typing, record keeping, and maintaining organised filing systems

Learning how passenger ticketing and reservation data is entered and maintained in internal booking systems

Supporting the ordering and management of office supplies

Assisting with general secretarial and administrative duties

Observing invoicing processes for Coach Hire services

### **Customer Service & Communications**

Managing inbound customer queries via phone and email under supervision

Learning how to respond to customer inquiries on social media channels (Facebook, Twitter)

Assisting passengers with ticketing issues, timetables, route planning, and lost items property logging

Supporting communication of service updates, such as delays or route changes

### **Commercial & Private Hire Support**

Observing and assisting with preparing and sending Coach Hire quotations

Supporting the sales team with administrative tasks

Learning how follow-ups are completed to secure bookings.

### **Formal Training Provided**

Microsoft Office (Word, Excel)

Microsoft Outlook

Customer Service Skills

Use of internal booking and ticketing systems

Social media communication procedures

WPEP QQI Work Experience Module

### **Informal Training Provided**

Typing, filing, and document organisation

Data entry and maintaining passenger records

Handling inbound phone and email communications

Responding to customer queries on social media

Logging and retrieving lost property

Supporting timetable and route information requests

Assisting with Coach Hire quotation processes

Observing invoicing procedures

Ordering and managing office supplies

Communication and teamwork skills

Understanding daytoday office operations in a transport company

- **Sector:** transportation and storage

### **Career Level**

- Not Required

### **Candidate Requirements**

(Essential)

- **Minimum Experienced Required (Years):** 0