



Company Details Confidential



#JOB-2431485



Rathwood, Rath, Tullow, Co. Wicklow, R93

X3F9



No of positions : 2



Paid Position



40 hours per week



29500.00-32000.00 Euro Annually



28/01/2026



25/02/2026

How to apply

Application Method :

Not available



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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

Rathwood is an award-winning family run furniture store established in 1994. Our aim at Rathwood is to provide you with beautiful yet affordable items for your home. For over 25 years our team has been selecting quality furniture, garden products and special gifts for our loyal customers.

We are a rapidly expanding online furniture business with our central distribution in Tullow (Ireland) which services our customer orders and B2B partners stores.

The Role

Rathwood is looking for a experienced team member who can bring best-in-class customer service to our business. This is an administrative based role and requires you to support the customer service manager in assisting with emails, support, inbound and outbound customer calls to provide the best in class customer service.

Your responsibilities will include:

Response to customer emails and inbound calls from customers to resolve a range of issues related to their orders.

Analyse online orders to ensure our customers received deliveries within the allocated time period.

Respond to customer issues, and complaints and work with both internal and external teams to resolve them in a timely, professional manner.

Assist with complaint analysis to help continuous improvement within the company, to enhance the client experience.

Always focusing on the end customer whose standards and expectations need to be met at all times.

Managing your own workload and be able to work to deadlines.

Become the subject matter expert for the company.

Superstar level of attention to detail.

Ability to work as a team player

Qualifications and Requirements

Minimum of 1 year experience in a customer facing role.

Competencies

Dependability — The job requires being reliable, responsible, dependable, and fulfilling obligations;

Attention to Detail — The job requires being careful about detail and thorough in completing work tasks;

Leadership — The job requires a willingness to lead, take charge, and offer opinions and direction;

Initiative — The job requires a willingness to take on responsibilities and challenges;

Proficient in a range of software such as Excel, Microsoft Word, etc.

Strong organisational and administrative skills

Commitment to serving customers at the highest level

Benefits:

Employee discount

Schedule:

Fully Flexible

Benefits:

Employee discount

On-site parking

Ability to commute/relocate:

Rat: reliably commute or plan to relocate before starting work (preferred)

Experience:

Customer facing role : 1 year (preferred)

Work authorisation:

Ireland

Work Location: In person

Job Types: Full-time, Contract

Benefits:

Employee discount

Flexitime

On-site parking

Store discount

Ability to commute/relocate:

Carlow, County Carlow: reliably commute or plan to relocate before starting work (required)

Education:

Leaving Certificate (preferred)

Experience:

customer service: 2 years (preferred)

Language:

English (preferred)

Work Location: In person

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

Career Level

- Entry Level