



Kramp Parts Ireland LIMITED

#WPEP-2432084

GENFITT (MAYO) LTD., Suite 10, Cairn

International , Corrahoor, Kiltimagh, Co. Mayo,

F12 A9K3

No of positions : 1

Work Placement Experience Programme

As per WPEP guidelines

Work Placement Experience Programme

03/02/2026

31/03/2026

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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Customer Service Assistant - 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

The Customer Service Work Placement Programme offers an excellent opportunity for individuals to gain hands-on experience in a professional and fast-paced working environment. This placement is designed to develop practical skills while providing valuable insight into the role of customer service within a business setting. Participants will work closely with the customer service team, supporting day-to-day operations and interacting with customers through various communication channels.

Key responsibilities may include responding to customer enquiries, processing orders, updating customer records, resolving basic issues, and ensuring a high standard of service is maintained at all times. The placement will also provide exposure to internal systems and procedures, helping participants understand how customer service teams collaborate with sales, logistics, and management departments.

Throughout the programme, participants will develop essential transferable skills such as communication, problem-solving, teamwork, organisation, and professionalism. Guidance, training, and regular feedback will be provided by experienced staff to support learning and personal development.

This placement is ideal for individuals looking to build confidence, gain workplace experience, and explore a career in customer service. By the end of the programme, participants will have developed a strong understanding of customer-focused roles and enhanced their employability for future opportunities in customer service or related fields.

Role Description

As part of the Customer Service Work Placement Programme, participants will receive structured and formal training to support their development and ensure they are well prepared for the workplace. The training programme is designed to provide a foundation in customer service principles, organisational procedures, and professional conduct within a business environment.

At the beginning of the placement, participants will undertake an induction covering health and safety, data protection, equality and diversity, and workplace policies. Formal training sessions will introduce participants to customer service standards, effective communication techniques, and the importance of delivering a positive customer experience. Participants will also receive training on internal systems, customer relationship management tools, and order-processing procedures to ensure accuracy and efficiency in daily tasks.

Ongoing training will focus on developing key skills such as problem-solving, handling customer enquiries, managing complaints appropriately, and working effectively as part of a team. Learning will be supported through demonstrations, shadowing experienced staff, and supervised practice. Regular reviews and feedback sessions will help participants reflect on their progress and identify areas for improvement.

This structured approach to formal training ensures participants gain both the knowledge and confidence required to perform their role effectively and progress towards future employment in customer service or related sectors.

- **Sector:** agriculture, forestry and fishing

Career Level

- Not Required

Candidate Requirements

(Essential)

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