



Youth Work Ireland (Galway Youth Federation)



#CES-2436332



CITIZENS INFO, Augustine House, St

Augustine St, Galway, Co. Galway, H91 Y7XH



No of positions : 1



Community Employment Programme



19.5 hours per week



[Community Employment Programme Rates](#)



09/04/2026



21/05/2026

## 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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## Receptionist - Citizen's Information Centre, Galway

### 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.

Purpose of the job:

To ensure the efficient management of the CIC reception area in line with the policies and procedures of the CIS.

To be the first point of contact and welcome and greet clients who attend the Centre.

Coordinate front-desk activities, including distributing correspondence, redirecting phone calls and assisting the Development Manager in the work of the information service.

Main Duties:

- Answer the phone in a timely manner and direct calls to the correct parties
- Record callers/queries on the organisation's Database
- Manage appointments
- Ensure information leaflets/forms are available at reception
- Attend Training and staff meetings as required
- Maintain a safe and clean reception area by complying with procedures, rules, and regulations.

Skills:

- Customer Service and Telephone Skills
- Confidentiality
- Good Communication

- Excellent IT, Organisational and Administrative skills.

- Previous experience with Microsoft Office software is highly desirable

Please Note: Full training is provided.

For further information you can contact Maria Lyng at [ce.supervisor@youthworkgalway.ie](mailto:ce.supervisor@youthworkgalway.ie) or on 086 7013951 or Sharon Morgans, at [ce.asstsupervisor@youthworkgalway.ie](mailto:ce.asstsupervisor@youthworkgalway.ie) or on 0872346943

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