



Company Details Confidential



#JOB-2442933



Dublin Landings, 2 North Wall Quay, Dublin 1,  
D01 V4A3



No of positions : 1



Paid Position



39 hours per week



36605.00 Euro Annually



17/04/2026



15/05/2026

## How to apply

### Application Method :

Please apply to the vacancy by the following means:

Email : [recruitment.eap@healthhero.com](mailto:recruitment.eap@healthhero.com)

URL :

<https://apply.workable.com/healthhero/j/1599BF5F8D/>



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online



## Clinical Office Administrator and Coordinator ROI

### 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

Salary - €36,605 based on full time hours, 39.0

Location: Dublin, Ireland. Hybrid working (3 days in office per week mandatory)

Hours: Full-Time, permanent shift pattern to cover between 8 am -8 pm.

HealthHero is Europe's largest digital clinic, serving healthcare institutions and patients across France, Germany, UK, and Ireland. We cover 30 million lives, work with 3,000+ clinicians, and conduct over 4 million consultations annually. HealthHero meets "whole health" needs, from preventative care to chronic disease management. Digital where it should be, human where it counts, we're simplifying healthcare and improving lives.

We are looking for an Office Administrator and Coordinator to join us on a full time basis and are delighted to offer this exciting opportunity to join our EAP Clinical Team.

About the role:

- o Assisting clients over the phone who have called in to access the Support Line, directing them to the most appropriate service.
- o Setting up client records, managing the inbound calls to the counselling line as well as arranging call-backs for clients.
- o Dealing with queries
- o Prioritizing risk calls and directing them to the most appropriate support within the team.
- o Administrative tasks, including referring clients to structured counselling.
- o Managing multiple email inboxes linked to different administrative tasks.
- o Managing electronic booking systems.
- o Managing sensitive data.
- o Coordinating with the Team to ensure the tasks are completed and SLAs are met.
- o Training new staff on systems and processes.
- o Dealing with day to day office Admin/queries/requests that come in from multi departments of Health Hero which require to be managed within the Dublin Office.

About you:

This position is dependent on Garda Vetting, as well as two satisfactory references.

- Must have previous experience working in an EAP.
- Have experience working in customer service (minimum of 3 years).
- Professional communication skills and the ability to handle potentially difficult calls due to risk or distress.
- Proficiency and expertise in Computer knowledge (using Microsoft packages e.g. excel, word, outlook/emails) online platforms and internal systems.
- Ability to work flexibly and be resilient, working in a fast-paced and changing environment.
- Problem solving skills – to use initiative to deal with problems efficiently and effectively.
- Have experience working in the mental health sector.
- Self-management – to recognize when you need further training or need performance feedback to improve

Essential:

- Experience working for an EAP.
- Be able to work and coordinate with a small team to maintain the excellent service level our clients expect.
- Be able to work in a busy environment, in a role that requires direct contact with clients, on a daily basis.
- Have an understanding of good customer service practices.
- Have ability to adapt and prioritise tasks, depending on the needs of the business
- **Sector:** administrative and support service activities

**Career Level**

- Experienced [Non-Managerial]