



Bus Eireann



#JOB-2453684



BUS ÉIREANN, Capwell Garage, Summerhill  
South, Cork, Co. Cork, T12 YR92



No of positions : 1



Paid Position



36 hours per week



To be Confirmed



16/06/2026



14/07/2026

## How to apply

### Application Method :

Not available



Open your camera  
app & point here  
to view this ad  
online



## Real Time Customer Support

### 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

Covering shifts between hours of 08:00 and 20:00 weekdays.

- Monitoring route and bus punctuality status using the AVL system and pushing real time notifications via social media and opt-in route email listings ensuring customers can have access to the latest service information. To assist the Operations team as required in their endeavour to deliver best possible service quality and reliability.
- Monitoring social media and responding to customer communications in real time with a range of suitable proforma responses edited to suit.
- Prompt assistance relating to lost property, wheelchair space availability and other important customer queries
- They will be trained to safely communicate with Drivers regarding the delivery of customer support allowing for the Service Controllers to concentrate on service control activities
- Logging details of communications for analysis purposes.
- Fielding urgent out of hours communication requests from stakeholders
- Assist as required with provision of prompt and accurate incident reporting and RTPI updates.
- Assist with Lost Kilometre cause code processing.
- Assist in the compilation of Periodic and Quarterly Operations Performance reports for internal and external stakeholders.

- **Sector:** transportation and storage

### Career Level

- Entry Level