



RECRUITROO IRELAND LIMITED



#JOB-2454786



MERCEDES-BENZ SOUTH DUBLIN, Pottery Road, Dun Laoghaire, Co. Dublin, A96 XF25



No of positions : 10



Paid Position



39 hours per week



36605.00-56000.00 Euro Annually



24/06/2026



22/07/2026

How to apply

Application Method :

Not available



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



Business Support Analyst & Customer Relations

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

MSL Motor Group are looking for a Business Support Analyst & Customer Relations employee for their location on Pottery Road (Southern End),, Dun Laoghaire,, Dublin, A96 XF25.

The salary range starts from €36,605 to €56,000 based on a 39-hour week. Salary will increase proportionately if additional hours are required. Salary offered shall be based on relevant experience and qualifications.

Job Responsibilities

Business Support & Operational Analysis

Produce regular operational reports and performance dashboards for the Aftersales Management Team.

Analyse customer contact volumes, enquiry trends and communication performance.

Monitor departmental KPIs and identify emerging trends requiring management attention.

Support business planning through data collection, reporting and analysis.

Assist in identifying process improvements to enhance operational efficiency.

Prepare management reports relating to customer activity, service demand and workflow performance.

Support management with business projects and continuous improvement initiatives.

CRM & Data Management

Maintain and monitor the integrity and accuracy of customer data across Keyloop and CRM systems.

Identify incomplete, duplicated or inaccurate customer records and coordinate corrective actions.

Support customer retention initiatives through effective CRM management.

Assist with lead management and customer follow-up reporting.

Ensure customer information is maintained in accordance with company standards and GDPR requirements.

Generate customer data reports to support management decision-making.

Customer Experience & Business Insight

Analyse recurring customer feedback and identify common themes and trends.

Monitor customer satisfaction performance and support CSI and Five Star Rater improvement initiatives.

Provide management with insight into customer behaviours and communication gaps.

Support customer recovery activities through structured reporting and follow-up monitoring.

Escalate recurring operational issues identified through customer interactions.

Contribute to initiatives aimed at improving customer retention and loyalty.

Aftersales Operational Support

Support the coordination of customer communication relating to workshop activity.

Assist with recall campaigns and customer contact programmes.

Support mobility coordination and customer update processes.

Assist with workflow administration and operational documentation.

Provide administrative support for departmental projects and operational initiatives.

Support service advisors and management through effective communication coordination and business administration.

Customer Communications

As part of the wider business support function, the role will also:

Handle inbound customer enquiries professionally and efficiently.

Support service booking enquiries and customer requests.

Provide customers with updates regarding vehicle progress where appropriate.

Assist with customer

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

Career Level

- Experienced [Non-Managerial]