



SOUTH DUBLIN VOLUNTARY GROUPS



COMPANY LIMITED BY GUARANTEE

#CES-2463865



CITIZEN INFORMATION, Montgomery House,
James Joyce Street, Dublin 1, D01 H5F1



No of positions : 3



Community Employment Programme



19.5 hours per week



[Community Employment Programme Rates](#)



13/08/2026



24/09/2026

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](#)



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



Receptionist - Citizen Information Service City Centre

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.

Job Description

Duties

This is a developmental opportunity, no experience necessary. Accredited training will be provided to support your career.

Duties to include greeting callers, assisting with limited information provision, general office duties to include document production, filing, mail handling etc. in support of the work of a busy city centre drop-in information service. Good computer skills required.

Main Duties:

Client interaction in line with service delivery procedures

Be familiar with and observe all relevant policies and procedures

Engage with all clients in a courteous and respectful manner

Filter clients by establishing their needs and either dealing with query, referring to IO at Reception desk or providing a ticket for an office.

Provide basic information, forms, directions etc.

Refer clients to information officers as required

Refer to Citizens Information website and other relevant websites (if required)

Provide relevant printed material in envelope to protect confidentiality

Record all queries on Oyster

Update knowledge – reading websites, printed material etc.

Read emails, memos and information distributed to staff

Communicate and engage with colleagues in a supportive manner

Reception Preparation.

Be familiar with and observe Reception procedures for relevant office location

Ensure stocks of forms available at Reception; bring from storage area or photocopy as required

Ensure booklets and forms are up to date

- Ensure all stationery (envelopes etc.) available in Reception
- Keep Reception desk clean and tidy
- Ensure Reception area is tidy at all times
- At opening times: follow procedures for the office in question
- At closing times: follow procedures for the office in question
- Ensure appropriate sign on front door
- **Sector:** administrative and support service activities