



ADAPT DOMESTIC ABUSE SERVICES



#CES-2469562

CITIZENS INFORMATION, UNIT 2,



Riverstone House, Henry St, Limerick, Co.

Limerick, V94 3T28



No of positions : 1



Community Employment Programme



19.5 hours per week



[Community Employment Programme Rates](#)



10/09/2026



22/10/2026

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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Citizens Information Receptionist/ Information Provider.

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.

Citizens Information Receptionist/ Information Provider.

Purpose of the job:

1. Provision of receptionist duties
2. Provision of information, advice and advocacy services to members of the public and assisting the Development Manager in the work of the information service.

Depending on the needs of the service, the role may be more focused on 1 or 2 above.

Main Duties:

RECEPTION DUTIES

- First point of contact for members of the public who get in touch by phone, by email, in person.
- Presenting a welcoming and professional response to clients
- Managing a busy phone line, and call-in service
- Take appointments
- Manage email
- Record keeping
- Fielding calls and emails by gathering client details and directing queries as appropriate to information provider staff
- Responding directly to clients on simple queries
- Assisting with the management and administration of the reception area
- Ensuring adequate stocks of forms, leaflets etc. and replenishing same as necessary.
- Supporting the Development Manager and Information Officers in their work

- Other duties as assigned by the Development Manager.

please contact Sharon Murry 061412354 for further information

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