

JOB DESCRIPTION:

Job Title:	Customer Service Administrator
Reports to:	Centre Manager
Location:	National Animal Centre, Derryglogher, Keenagh, Co. Longford
Hours:	Full-time (35 hours per week)
Employment Type:	Permanent
Salary:	Commensurate with experience

The Role:

The overall purpose of this role is to provide excellent customer relations with strong organisational skills and a can-do attitude. You will be based at front desk which will be the first point of contact both on the telephone and face to face for the ISPCA.

Principal Duties:

- Responsible for day to day running of the front desk ensuring area is kept neat and tidy at all times.
- Greeting members of the public in a helpful and friendly manner.
- Answering all incoming calls on busy switchboard in a professional manner disseminating information on a timely basis to all relevant sections.
- Working cross-functionally as required, informing all sections about key campaigns and plans as required.
- Animal adoption record keeping using content management systems.
- Updating and maintaining animal re-homing sections on ISPCA website and updating internal databases.
- Assisting with ordering of stationery, supplies and stock taking.
- Daily till receipts for accounts section.
- Managing all incoming/outgoing post and couriers.
- Compilation of accident/incident reports for health & safety officer.
- Monitoring of signing time & attendance sheets for HR section.
- Undertake any other administrative duties that be reasonably assigned from time to time by the Centre Manager.

Personal Specification

Essential

- One year experience in similar role.
- Excellent telephone manner and customer relation skills.
- Good communication and organisational skills.
- Office Administration FETAC Level 5 OR Diploma in Customer Services or equivalent.
- Strong MS Office skills.
- Ability to priorities, work under pressure and to multi task required.
- Experience in managing a busy switchboard and front desk necessary.
- Must be enthusiastic, warm and friendly and a good team player.
- Ability to learn on the job and attend relevant training required

Desirable

Knowledge of and keen interest in, animal welfare and an understanding of our work.
Experience, and or knowledge of working in the charity sector.