

Pobal: Support Officer - Customer User & Supports **(<https://www.activelink.ie/node/109005>)**



Role: Support Officer

Directorate: Social Inclusion and Employment

Unit: Customer User & Supports

Grade: 1

Reporting to: Coordinator

Role Purpose

To provide **Service Excellence** to our customers and colleagues by building a deep understanding of their needs, requirements and expectations and consistently meeting, managing and exceeding their expectations in a professional, courteous and respectful manner

Responsible for resolving all queries from our Customers and Stakeholders and also meeting the requirements of service level agreements metrics.

- Provide excellent customer service to customers through management, phone calls, good communications and case management.
- Arrange and monitor the administrative processes of grant programmes and support operational activities and tasks to ensure efficient and effective processing of grant applications, registrations and payments.
- Support compliance with programme rules & guidance, internal policies, procedures and controls.

Please see Job Description and Person Specification attached below.

Selection Process

A shortlisting exercise will be employed. Eligible applications will be shortlisted according to how well the experience and skills as described by applicants match the needs of Pobal for this post. Those candidates whose applications, in the opinion of the review panel, appear best suited to the position will be short-listed for interview.

The complete job spec, application form and further information can be found on the Pobal website: [Pobal Job Vacancies \(<https://www.candidatemanager.net/cm/p/pJobs.aspx?mid=CXAZCXY&sid=YYGTF>\)](https://www.candidatemanager.net/cm/p/pJobs.aspx?mid=CXAZCXY&sid=YYGTF)

Deadline for application: June 28th, 2024

Pobal is an equal opportunities employer and welcomes suitably qualified applicants from all sections of society.

Region

To Be Agreed / Blended

Date Entered/Updated

18th Jun, 2024

Expiry Date

28th Jun, 2024

Attachment	Size
<u>Social Inclusion and Employment G1 Support Officer - Customer User and Support Job Description.pdf</u>	906.05 KB

Source URL: <https://www.activelink.ie/vacancies/community/109005-pobal-support-officer-customer-user-supports>