

TFI Local Link Kildare South Dublin: Services Support Officer – Customer Support (<https://www.activelink.ie/node/112676>)



Kildare Local Transport Link, Level 7, Aras Chill Dara, Naas, Co Kildare.
CRO No: 544041 CHY No. 21451.

Full-Time Services Support Officer (SSO) – Customer Support

The Organisation

Kildare Local Transport Link CLG, t/a TFI Local Link Kildare South Dublin, is one of 15 Transport Co-Ordination Units (TCU) which are funded by the Department of Transport and managed by the National Transport Authority (NTA), under the Rural Transport Programme (RTP).

Kildare Local Transport Link CLG is a not-for-profit organisation with charitable status.

TFI Local Link Kildare South Dublin, now have a vacancy for the full-time position of Services Support Officer – Customer Support. This position will be offered on a Permanent Contract (Subject to Government Funding) for 35 hours per week.

The company currently operates a blended working option, with the primary place of employment being Áras Chill Dara, Devoy Park, Naas, Co. Kildare.

The preferred candidate will have a minimum of 3 years-experience within the Transport /Mobility or Customer Support Sectors. The ideal candidate will be able to demonstrate experience of engaging with passengers / customers on Social Media platforms such as Websites, Facebook, Instagram and X. Additionally, the preferred candidate will possess recent experience of performing administrative duties to a high standard, where an attention to detail is extremely important. Availability on a rostered basis to remotely provide/update social media notifications for service disruptions out of hours will be necessary also.

The Salary scale for this position is **€27,896 - €43,265**. New Entrants will commence employment on Point 1 of this scale.

How to Apply:

Please visit www.locallinkkildaresouthdublin.ie/vacancies (<http://www.locallinkkildaresouthdublin.ie/vacancies>) / for Role Description and Job Spec:

Applicants must submit by closing date the following;

- A comprehensive CV detailed as relevant to the position (no longer than 3 pages);
- A short cover letter/ personal statement (i.e., no more than 2 pages) outlining why you wish to be considered for the post and where you believe your skills and experience meet the requirements for the position.

We request that both documents are submitted in a single Word document or PDF where possible. Applications stored on personal online storage sites (e.g., OneDrive, Cloud, DropBox, etc) or applications in other file formats (e.g., Google Docs) will not be accepted.

Please note that omission of any or part of the two requested documents, as set out above, will render the application incomplete. Incomplete applications will not be considered for the next stage of the selection process.

Closing date for receipt of applications is 1200 noon on Friday 03 January 2025

Applications should be submitted *only* to the link below;

https://my.hrduo.com/candidate-jobs/TFI_Local_Link_Kildare_South_Dublin,/no-location/8169973064 (https://my.hrduo.com/candidate-jobs/TFI_Local_Link_Kildare_South_Dublin,/no-location/8169973064)

For any informal queries relating to this role please call 045 980533 (tel:045980533)

Kildare Local Transport Link CLG is an Equal Opportunities Employer.

Region

Naas, Co Kildare / Blended

Date Entered/Updated

16th Dec, 2024

Expiry Date

3rd Jan, 2025

Source URL: *<https://www.activelink.ie/vacancies/community/112676-tfi-local-link-kildare-south-dublin-services-support-officer-customer-support>*