

Job Description and Person Specification

Role	Client Services Operator
Directorate	Corporate Services
Grade	1
Reporting to	Client Services Coordinator
Role Purpose/ Summary	Responsible for providing end user help desk support for ICT systems and applications used by Pobal beneficiaries. The role will also include responsibility for uploading and maintaining data on Pobal's business systems.
Key Responsibility Areas	<p>User support</p> <ul style="list-style-type: none"> - Provide Technical assistance to beneficiaries to assist them in gaining access and using Pobal online systems. - Maintenance of user accounts - Keep beneficiaries informed by explaining procedures, answering queries and providing information - Work in collaboration with programmatic staff toward providing additional non-technical support to beneficiaries - Use Service desk system to prioritise workloads <p>Data Maintenance</p> <ul style="list-style-type: none"> - Provide Data entry and data maintenance services - Help define standards and drive quality control on datasets - Maintain data related documentation <p>Any other duties within the general requirement of this job description which may be required from time to time</p>
Critical Competencies- Level 3	<ol style="list-style-type: none"> 1. Customer Service & Support 2. Problem solving & decision making 3. Communication skills 4. Team work 5. Building & maintaining relationships
Other Competencies- Level 3	<ol style="list-style-type: none"> 6. Analytical skills 7. Flexibility & adaptability 8. Results driven 9. Organisation awareness
Required Experience	<ul style="list-style-type: none"> - Experience in a call centre or customer service environment - Understanding of Online systems - Knowledge of customer services principles and practices in including Incident management, troubleshooting root cause analysis, trend analysis and the ability to work to deadlines - Knowledge of data maintenance standards and practices

Qualifications	ICT related or other relevant third level qualification (e.g. Certificate, Diploma) or equivalent is essential.
Other Relevant Information	<p>Desirable:</p> <ul style="list-style-type: none"> - Relevant work in a similar role - Knowledge of Microsoft Infrastructure environment(Active Directory/Exchange 2010/SharePoint 2010) - Knowledge of Microsoft CRM technology - Knowledge of workings of Public/community/voluntary sectors - Understanding of Irish language
Terms & Conditions of Employment	<ol style="list-style-type: none"> 1. Salary <ul style="list-style-type: none"> - Pobal's Grade 1 Salary scale applies 2. Duration of Contract <ul style="list-style-type: none"> - The contract is for a period up to the 31st of December 2018, subject to continuance of Government funding 3. Probation <ul style="list-style-type: none"> - A probationary period of six months will apply 4. Pension <ul style="list-style-type: none"> - Pobal operates a defined contribution pension scheme. Employees have access to the scheme on successful completion of their six-month probationary period 5. Annual Leave <ul style="list-style-type: none"> - Current staff will retain their entitlement to annual leave days 6. Travel & Subsistence <ul style="list-style-type: none"> - Travel and subsistence will be paid at public sector rates 7. Location of the position <p>The successful candidate will be located in the Dublin office</p> 8. Working Hours <p>This role will involve working as part of a team who are required to provide cover between the hours of 8am and 6pm.</p>
Selection Process	<p>Selection will involve short listing of applicants for interview based on the criteria for the position as outlined in this job description and person specification.</p> <p>Please send your CV to hrenquiries@pobal.ie by Thursday, 15th of June 2017.</p>

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