



Customer Service Representative (Grade II)

Human Resources Department

Introduction

Dublin City University is organised around a number of academic faculties with their associated Schools and Research Centres. There are also a number of supporting offices and units together with campus companies. The Human Resources (HR) Department is a central administrative department, which is responsible for providing a complete Human Resources service to these faculties, departments and campus companies.

The General Office within the HR Department is responsible for the provision of comprehensive customer service and administrative support to all stakeholders which include the general public, university staff and members of the HR Department. The General Office is split between two separate, but interconnected teams—Customer Service and Contracts Production.

Role Summary

The Customer Service Representative role may be assigned to either the Customer Service or Contracts Production Team and will report to the relevant Team Supervisor. At peak times the Customer Service Representative may be temporarily assigned to the other team to provide cover.

Duties and Responsibilities

Depending on the team assigned to the Customer Service Representative may be responsible for the following:

General Customer Service

- Answer customer queries in person, on the phone or via email in a professional, efficient, timely and courteous manner
- Provision of secretarial and administrative support which may include, typing, filing/scanning, photocopying, binding, and archiving
- Maintenance of computer records, including CORE personnel database and associated employee files
- Production of letter templates and/or the completion of salary certificates
- Delivery and collection of CVs and post from the President's Office and Estates
- Monitor shredding bin usage and order new bins when required

- Assist the relevant HR Officer in various internal and external audits by locating the relevant personnel files and signed contracts for the applicable period
- Ensure public office spaces such as HR Reception, waiting rooms and board rooms are open each morning and are maintained to a high standard
- Provide cover for Reception at both the Glasnevin and Drumcondra campus when required

Recruitment and Selection

- Provision of comprehensive support for recruitment and selection competitions which will include the following:
 - Registering candidate information on CORE, acknowledging candidate applications and collating information in a competition file
 - Inviting candidates to interview both by phone and follow up email
 - Regretting unsuccessful candidates via official documentation
 - Production of all competition documentation
 - Booking rooms, organizing catering, making travel/accommodation arrangements for interview candidates and interview board members
 - Organisation of skype and/or video conferencing if required
 - Preparing the interview venue prior to the interview
 - Meeting candidates on the day of the interview and directing them to the interview venue if required
 - Following up on competitions post interview and undertaking associated duties such as regretting unsuccessful candidates and the processing and tracking of travel expense claims and relocation expenses etc.
 - In conjunction with the HR Officer and Senior Customer Service Representative review the successes and learning points of each competition

Contract Production

- Input data and produce contract documentation in an accurate and timely fashion in line with agreed HR/Payroll deadlines
- Process contract documentation on an agreed first in first out basis
- Compilation and collation of relevant payroll information as required
- Liaise with the Senior Customer Service Representative on quality control and the improvement of processes
- Any other activities that maybe required from time to time.

Person Specification

- Must have a Leaving Certificate with at least 5 passes
- Must have relevant secretarial course
- Must have a minimum of 3 years relevant experience

The successful applicant will be strongly customer service focused and will have excellent written, communication and interpersonal skills. Experience of HR and/or payroll administration and a working knowledge of CORE would be advantageous.

Salary Scale: €26,472 – €33,211*

**Appointment will be commensurate with qualifications and experience, and will be made on the appropriate point of the Secretary II salary scale in line with current Government pay policy.*

Closing date: 30th March 2018

Application Procedure

Application forms are available from the DCU Current Vacancies (open Competitions) website at <http://www.dcu.ie/vacancies/current.shtml> and also from the Human Resources Department, Dublin City University, Dublin 9. Tel: [+353 \(0\) 1 7005149](tel:+35317005149).

Please clearly state the role that you are applying for in your application and email subject line:
Job Ref#819 -Customer Service Representative

Applications should be submitted by email to hr.applications@dcu.ie or by Fax: [+353 \(0\)1 7005500](tel:+35317005500) or by post to the Human Resources Department, Dublin City University, Dublin 9. Human Resources Department, Dublin City University, Dublin 9. Tel: +353 1 700 5149; Fax: +353 1 700 5500 Email: Insert hr.applications@dcu.ie

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