



Irish Red Cross

JOB TITLE:

Customer Service Administrator

RESPONSIBLE TO:

Commercial Manager

SUMMARY OF THE ROLE:

To facilitate the running of First Aid courses to both public and corporate clients. This role will involve both office administration and sales. The role may involve both office and on-site visits to clients and courses.

MAIN TASKS/RESPONSIBILITIES OF THE POSITION:

- To build and develop long term strong relationships with new and existing customers
- Increase the sales of our multitude of courses
- Fulfil the administration necessary for private courses
- Arrange instructor bookings for courses
- Private course creation and organisation
- Daily stock orders
- Manage phone calls and correspondence (e-mail, letters, certificates etc.)
- Provide support to the commercial manager with ad hoc tasks
- Prepare presentations/proposals as assigned tasks for commercial manager
- Coordinate holidays with team ensuring that office has sufficient support during peak times
- Perform other duties as assigned by management
- Organise and manage daily sales administration function and activities
- Grow and develop new databases to maximise sales funnel
- Maintenance and upkeep of sales & marketing databases
- Proactively seek out new business opportunities
- Build effective relationships with new and existing customers

Humanity
Impartiality
Neutrality
Independence
Voluntary Service
Unity
Universality

Irish Red Cross | Commercial Dept | 16
Merrion Square | Dublin 2 |
Ireland

t +353 (0)1 642 4679 | t 1890 502 502 |
d +353 (0) 642 4600

courses@redcross.ie | www.redcross.ie



Irish Red Cross

- Actively seek tender opportunities and assist in the preparation of tender documents

REQUIRED SKILLS AND EXPERIENCE:

- 1-2 years administration or sales experience
- Excellent Microsoft office skills
- Good attention to detail and ability to work to deadlines
- Strong communication skills for in person, phone and email contact
- High organisation skills

APPLICATION DETAILS

A probation period of 6 months will apply

Salary circa €27,000

Applications (Cover letter and CV) to be submitted to Commercial Office Administrator Frances at fmotherway@redcross.ie by close of business on 3rd August 2017.

Humanity
Impartiality
Neutrality
Independence
Voluntary Service
Unity
Universality

Irish Red Cross | Commercial Dept | 16
Merrion Square | Dublin 2 |
Ireland

t +353 (0)1 642 4679 | t 1890 502 502 |
d +353 (0) 642 4600

courses@redcross.ie | www.redcross.ie