



## **TFI Local Link Kerry is Recruiting for a Call Centre / Admin position**

TFI Local Link Kerry (LLK) has 19 years' experience and expertise in the coordination and operation of public and community transport services in County Kerry. LLK is the Transport Coordination Unit for Kerry under the National Transport Authority.

Local Link Kerry works in partnership with bus operators, communities and organisations to develop and promote quality transport services which respond to unmet needs.

The posts advertised provide exciting opportunities to work as part of the TFI Local Link Kerry team to support the delivery and enhancement of community and public transport service in County Kerry.

**Location:** Castleisland

**Reports to:** General Manager

**Standard work hours** 9am to 5pm - Monday to Friday (Flexibility is required)

### **Call Centre & Admin**

**Fixed Contract to 31<sup>st</sup> December 2022 – 35 hours a week**

#### **Purpose of Role**

To work as part of a dynamic team to support all aspects of transport services development with Local Link Kerry. Responsible for the routing and scheduling of all services in response to timetable and telephone bookings from customers.

#### **Key Duties**

- Promptly and professionally respond to passenger service requests and schedule the appropriate transport services.
- To provide Admin support to assist in the day-to-day operation of the company.
- General Clerical/Administration - typing, preparation of reports and administration support to other staff and Board of Directors.
- Use of Information Technology e.g. word processing, spreadsheets, database, e-mail and internet etc.
- Dealing with correspondence, maintaining information systems, efficient filing system and data entry.
- Use a computerised scheduling system to input passenger and service information (training on site will be provided) and comply with all relevant company data protection policies and compliance.
- To draft relevant correspondence as required e.g. letters, memos etc.
- To work as part of a team in delivering services.
- To carry out all other reasonable and lawful instructions of the Management.

### Key Competencies

- Good telephone manner as this position will require the successful candidate to communicate with customers, providers, community representatives and agencies on a regular basis.
- Develops and maintains good working relationships with others, sharing information and knowledge, as appropriate.
- Show respect for colleagues and co-workers and understands own role in the team, making every effort to play his/her part.
- Completes work in a timely manner and adapts quickly to new ways of doing things.
- Approaches and delivers all work in a thorough and organised manner.
- Follows procedures and protocols, understanding their value and the rationale behind them.
- Good verbal and written communication and an ability to work individually and as part of a team.
- Good organisational and planning skills, time management skills and the ability to prioritise work.

### Personal Specification

- Have excellent computer skills and previous clerical/administration experience.
- Have good interpersonal skills, as the post will involve dealing with a wide range of people both within Local Link Kerry and in external organisations as well as individual members of the general public.
- Be able to work on their own initiative while remaining part of a dedicated team.
- Be able to prioritise and organise a diverse workload, while working to deadlines with a high level of accuracy.
- Excellent geographical knowledge of County Kerry essential.
- Knowledge of the transportation industry an advantage

### **Qualification & Experience:**

- Knowledge and experience of working in an office setting.
- Knowledge and experience of relevant software applications including MS Office.
- Proficient in use of email and internet.
- Knowledge and Experience of office management systems and procedures administrative procedures and basic accounting procedures
- Have experience / knowledge of the Community & Voluntary Sector.

### **Application Requirement**

Please email Cover Letter and CV to [jobs@locallinkkerry.ie](mailto:jobs@locallinkkerry.ie) (Subject ref: Call Centre & Admin) or post Cover Letter and CV to;

Call Centre & Admin position,  
General Manager,  
TFI Local Link Kerry,  
Island Point,  
Tralee Road Industrial Estate,  
Castleisland,  
Co Kerry  
V92 E894.

**Closing Date for receipt of application is Wednesday 11<sup>th</sup> May @ 10am.**

**Interviews will be held week commencing 16th May.**

Shortlisting of applicants may apply. TFI Local Link Kerry will create a panel of successful applicants for further positions.

Kerry Community Transport CLG t/a Local Link Kerry is an equal opportunities employer.