



Cavan Monaghan Transport Coordination Unit CLG.

10 Pringle Building, Monaghan Street, Clones, Co. Monaghan, H23 FK29

Phone: 047 51840 Fax: 047 51820

e-mail: cm@locallink.ie Web: www.locallinkcm.ie

Administration & Despatch Officer Position

Cavan Monaghan Transport Coordination Unit CLG is the company with responsibility for managing Rural Transport on behalf of the National Transport Authority for the region of Cavan and Monaghan under the brand 'Local Link Cavan Monaghan'.

We manage and deliver over 60 passenger transport services which provide door to door services for its users. We also have a number of daily services that operate to a timetable, connecting towns and villages across Cavan and Monaghan. In addition, we manage a number of transport services on behalf of Cavan Monaghan HSE directly relating to health care transport.

The following position is now available:

Job Title: Administration & Despatch Officer

Reporting to: Manager

Fixed term: 31st March 2023 (3 or 5 day option)

Salary: circa €30,000 pro rata

Location: Clones, Co. Monaghan

Car Owner: Essential

General Role

Undertaking general administration duties as part of the call centre team, taking transport bookings by phone and identifying suitable transport providers for the booking. Supporting other team members within their roles

Main Job Tasks and Responsibilities

- Member of the Call Centre Team, receiving transport bookings and liaising with private transport providers
- Maintaining weekly reports in relation to all transport services
- Liaising with and supporting the finance team where necessary
- Supporting the Technical Coordinator on the organisations social media platforms
- Supporting the Operations Coordinator in provision of information connected with their role
- Identify and escalate priority issues
- Undertake other duties as assigned by Line Manager. These will be in accordance with the employees range of skills, competence and/or experience



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Essential Criteria

- Minimum Leaving Certificate
- Minimum Fetac Level 5 Office Administration or similar
- Two Years Office Environment work experience

Desired Education and Experience

- proficient in relevant computer applications (MS Office)
- Reception or Call Centre experience
- excellent communication skills
- knowledge of passenger transport
- knowledge of administration and clerical processes
- knowledge of health and safety in the workplace

Key Competencies

- verbal and written communication skills
- listening skills
- customer service orientation
- organisational skills
- attention to detail
- adaptability
- team work
- Analytical skills

Training

There will be elements of this role that will require training specific to the nature of the transport industry. This will be organised by the company on an ongoing basis.

Applications

Applications should be in writing outlining your suitability for the role accompanied by your current C.V. and should be sent for the attention of 'The Manager' at the above address or emailed to padraic.smyth@locallink.ie by close of business on Friday 15th September 2023



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