

Role profile

Position	CL1 (Clerical Officer Grade 1)
Department	All areas of the business
Location	All areas of the business
Reports to	Line Manager

Role and purpose

- Responsible for providing support as required to the Line Manager.
- Work as part of the overall administrative team to ensure day-to-day efficient and safe operation of the depot.
- Assist implementation of Dublin Bus policies and procedures and action plans.
- Ensure compliance with all relevant Data Protection legislation
- Comply with all Quality, Environmental, Health and Safety policies and procedures
- Foster good relationships with employees and relevant personnel in own area of responsibility, with departments of Dublin Bus and CIÉ Group of Companies and with relevant external agencies and stakeholders

Working relationships with

All depot management and operations team
Depot inspectors and stance inspectors
Bus drivers, clerical and depot traffic operatives
Depot engineering team
All Dublin Bus departments
Trade Union representatives

Summary areas of responsibility

Safety / security

- Support safety management system
- Implementation of security procedures in all areas relating to cash handling and cash office procedure

Customer Service

- Provide professional, courteous and accurate general information and directions to customers
- Complaints administration on Ciboodle complaint software and with reference to NTA guidelines
- Treat all customer complaints respectfully and sensitively and as confidential as possible

Administration

- Administration of accident report forms
- Dealing with Employee / Trade Union queries
- Ensure stationery and equipment is adequately stocked for efficient running of the office

- Responsible for SAP administration including setting up requisitions, derogations and maintaining up-to-date records of orders
- Assist with recruitment and selection
- Responsible for scanning and updating employee personnel files on the Document Management System
- Dealing with payroll queries on CoreHR system
- Provide support for employee travel facilities, employee cycle to work and employee VDU scheme requests

General

- General administrative and other duties to ensure efficient running of office, filing, updating spreadsheets, correspondence.
- Provide cover for other employees as required
- Other duties applicable to position as agreed with management

Competencies

The following competencies represent the set of knowledge, skills and abilities required for the position.

Teamwork and flexibility

- Works well with colleagues inside and outside of team
- Ability to adjust to changing tasks and priorities and new situations

Interpersonal Skills

- Ability to interact effectively with others (customers / colleagues, etc.)
- Treats other with courtesy, sensitivity and respect and demonstrates diplomacy in dealing with people

Customer focus

- Acts promptly to ensure customer problems are resolved
- Knows when and how to appropriately respond to a customer request

Planning and organising

- Ability to work on own initiative, making decisions as necessary
- Ability to meet deadlines and work under pressure

Other requirements

Information technology and administration

- Third Level qualification in any business area is essential
- Good knowledge of Microsoft Suite desirable
- Ability to record, analyse data and generate reports