

Business Support Administrator

Role Profile Title: Business Support Administrator	Grade: Administrative Assistant - €31, 133 - €33,357 Temporary Administrative Assistant - €31,133 Temporary Clerical A - €25, 162	Departments: Operations Schools Transport Finance Human Resources Planning and Performance Customer Care Engineering Commercial
Job Family Group: Clerical Group	Job Family: Business Support	Job Level: Clerical

Profile Summary (overall accountability of the position):

Majority of responsibilities are focused on back-office business support. Accountable for maintaining business functions and coordinating information between key parties. This is a Clerical position where the role holder will be expected to perform a variety of administrative, operational, customer support, and computational tasks supported and guided by their line manager.

Key Duties and Responsibilities	
1.	Record keeping and maintaining shared files
2.	Report writing and data inputting
3.	Correct use of systems, processes, and procedures
4.	Process payments/invoices/lodgements
5.	Assist in liaising with internal and external stakeholders when necessary.
6.	Assist with managing accounts, contracts, and vetting
7.	Support with customer queries, escalating when necessary
8.	Support ticketing/fares management

Knowledge, Work, and Experience	
Minimum Qualifications	
<ul style="list-style-type: none">Leaving cert or Level 4 Qualification on the National Framework of Qualifications (NFQ)	
Experience/Skills Needed	
<ul style="list-style-type: none">Microsoft Office, Word, PowerPoint, Excel	
Work Experience in number of years	
<ul style="list-style-type: none">1 year minimum	
Values/behaviours required to be demonstrated	
<ul style="list-style-type: none">Safety/well-beingCustomer firstCollaboration & respect	<ul style="list-style-type: none">Forward thinkingPerformance