**JOB DESCRIPTION**

**Receptionist & Marketing Administrator**

**Hours of Work:** Full-time (39 hours per week)

**Location:** Office of Local Link Limerick Clare, Newcastle West

**Role:**

Under general supervision, the transport dispatcher schedules and dispatches a range of transport services in accordance with needs identified, available resources and in line with standard operating procedures. He/she is also responsible for the inputting, maintenance and submission of the required monitoring data to the National Transport Authority.

**Primary duties and responsibilities:**

* Promptly and professionally responds to passenger service requests and, subsequently, schedules transport services to meet the needs of passengers and partner organisations to assure timely and efficient services in line with company policies and procedures.
* Answer customer service telephone, provide general information to current and potential passengers (timetables, public transport service timetables) and determine specific service needs in relation to accessibility and location. Research addresses and verify pick-up and destination information
* Record unmet transport needs and coordinate with Transport Coordinators, Manager and other relevant stakeholders.
* Enter passenger information on data base (loading system). Monitor, review, update and maintain the data base regularly or as required. And comply with relevant Data protection policy as prescribed.
* Use a bespoke computerised systems such as Remix, ITMS and Transmach GIS Mapping system to input passenger and service information, to plot and design services based on passenger and/or partner organisation need/requirements and to make transit service bookings. Training will be provided.
* Assist the Manager with preparation of schedules and passenger information for service providers/drivers based on the strategic planning of service provision and on passenger requests.
* Trouble shoot problems encountered while providing service and take steps to remedy identified problems and coordinate with manager on problem resolution
* Analyse and evaluate data and information and produce reports, information and data as required to the management team and board.
* Be responsible for the inputting of required information to the Integrated Transport Management System (ITMS) and assist in compiling and submitting completed and accurate monitoring data to NTA on a monthly basis. Monitor the service utilisation
* Assist promotion and marketing of existing and new routes through all social media mediums and advise Office Coordinator, Manager of new marketing possibilities
* Create survey’s in Survey Monkey
* Assist in management of marketing competitions and analysis of data for funding report
* Represent the company positively and develop and maintain effective and professional relationships with the Board, Manager, staff, other key stakeholders, the media and the general public.
* Aide in the development and review of Strategic Policies.
* Ensure audit trail is evident and GDPR adhered to.

**Essential skills and personal qualities required:**

* 2 years dispatch, customer service and communications experience in a transport or customer-focussed environment
* Ability to post items on social media forums and update Wordpress Website
* Ability to be courteous and respectful and discrete in providing customer services
* Ability utilise standardised IT packages along with specialised software and programme related systems.
* Effective verbal and written communication skills.
* Ability to establish and maintain effective working relationships with co-workers and the public

**Desirable skills**

* Experience of working with community and voluntary organisations
* Supporting the Manager in developing marketing and publicity initiatives
* Knowledge of reading and interpreting maps and journey planning on a computerised system