

WEST WATERFORD LOCAL EMPLOYMENT SERVICE

SUPPORT SERVICE FOR THE UNEMPLOYED

WORKING UNDER CONTRACT FOR THE DEPARTMENT OF EMPLOYMENT AFFAIRS AND SOCIAL PROTECTION

LIKE US ON FACEBOOK ~ COUNTY WATERFORD LES

JOB VACANCIES & FREE ON-LINE TRAINING
WEDNESDAY 8TH APRIL 2020

**DUE TO COVID-19 OUR OFFICES ARE CLOSED TO THE
PUBLIC UNTIL FURTHER NOTICE.**

**FOR ONGOING SUPPORT CLIENTS OF OUR SERVICE CAN
CONTACT US VIA:-**

PHONE: 058 44077
TEXT: 086 787 0872 or
Email: westwaterford.les@wlp.ie



*Ag oibriú faoi chonradh don an Roinn
Gnóthai Fostaíochta agus Coimirce Sóisialaí*
*Working under contract for the Department of
Employment Affairs and Social Protection*

DUNGARVAN & LISMORE

STAFF CONTACTS : NIAMH KUHNE / PAULA HENNESSY


Comhpháirtíocht Leader Phort Láirge Waterford Leader Partnership



New Nursing Home Opening May

SignaCare Waterford is a new, state-of-the-art, luxury nursing home in Ferrybank, Waterford. Built on the site of the former Athenaeum House Hotel, it enjoys a peaceful riverside location overlooking the city. Scheduled to open in the coming months, we are busy building a team of highly skilled and motivated professionals to care for our new residents.

We are currently recruiting for a range of positions, including:

- **Nurses**
- **Healthcare Assistants**
- **Activity Coordinator**
- **Chef**
- **Catering**
- **Household**



If you would like to work in an environment that truly values older person care and with people who share a passion for change and excellence, we would be delighted to hear from you.

**To apply for any of the above positions,
email your CV to info@signacare.ie
For more information, call 059 916 3544**



STORE ASSISTANT POSITIONS AVAILABLE

ALDI RECRUITING FOR STORE ASSISTANTS:-

- **DUNGARVAN**
- **YOUGHAL**
- **CLONMEL**
- **CARRICK-ON-SUIR**

SALARY – €12.30 – €14.10 PER HOUR

PLEASE APPLY VIA THEIR WEBSITE

WWW.ALDIRECRUITMENT.IE/APPLY



[Apply Online Now](#)

For our Customer Assistants, quality is not just a passion, it's a way of life! Putting the same care and attention into the little tasks as they do with big ones, our Store team know how important their hard work is to the success and growth of our business.

Working as part of a diverse and dedicated team, you will love the buzz and energy of a fast-paced retail environment. You thrive on a challenge so you will love the fact that there is never a dull moment in store and always tasks to be done.

Above all else, our Customer Assistants are the face of our business, providing great service to our loyal customers. If you have a natural flair for providing outstanding customer service and are looking to become part of strong team with varied shifts, this could be the perfect opportunity for you!

Our stores are open Monday to Sunday so you'll need to be able to work weekends, as well as weekday shifts.

Please note that as part of your application form you will be asked to complete a situational questionnaire, designed to provide us with a more in-depth understanding of you and your potential as a member of Team Lidl. The minimum pass rate for this questionnaire is 85%.

We look forward to receiving your application!

<https://jobs.lidl.ie/en/RetailCareers.htm>

Warehouse Operator – Waterford City

West Pharmaceutical Services/ Waterford Temporary

West Pharmaceutical Services, Inc. is a leading manufacturer of packaging components and delivery systems for injectable drugs and healthcare products. Working by the side of its customers from concept to patient, West creates products that promote the efficiency, reliability and safety of the world's pharmaceutical drug supply. West is headquartered in Exton, Pennsylvania, and supports its customers from locations in North and South America, Europe, Asia and Australia. West's 2018 sales of \$1.7 billion reflect the daily use of approximately 112 million of its components and devices, which are designed to improve the delivery of healthcare to patients around the world.

Purpose of the job

- Assist in all areas of Receiving and Warehouse functions as needed.

Key Responsibilities

- Maintain correct inventory of raw material and finished goods.
- Complete all paperwork necessary in receiving shipments, receiving forms, checking purchase orders, etc.
- Check all outgoing and incoming shipments as to accuracy of count, labelling, weights, etc., to determine that data agrees with paperwork.
- Load and unload trailers of product to and from customers, semi-finished product to/from outside storage areas.
- Maintain good housekeeping in the warehouse, stack materials properly and safely, keep aisles clear, rows straight, sweep, etc.
- Schedule transportation of returns/goods to other West Facilities and Recycling facilities.
- Schedule transportation of raw materials coming in from other West facilities reviewing most cost effective method.
- Provides verification of transportation bills for incoming and outgoing freight for invoice matching.
- Review of chemical waste area to insure compliance and schedule removal when necessary.
- Generate requisitions for warehouse supplies as required.
- Complete monthly warehouse cycle counts as assigned.
- Assisting in all areas of warehouse functions as needed.
- Act in accordance with the company's Guiding Principles and adherence to the corporate Code of Conduct.
- Compliance to all local site Environmental, Health and Safety regulations
- Compliance to all local site company policies, procedures and corporate policies.

Qualifications/ Training

- Minimum Education: Leaving Certificate
- Valid drivers' license; able to drive company van and forklifts

Experience

- Knowledge of various receiving systems and descriptions and how each applies to our needs.
- Ideal candidates would typically have 2-3 years prior work experience in a Manufacturing- Warehouse environment
- Knowledge of Good Manufacturing Practices (cGMP) requirements would be an advantage
- Computer knowledge to perform SAP, Microsoft Excel and Word an advantage.

West is an equal opportunity employer and we value diversity at our company. We do not discriminate on the basis of race, religion, color, national origin, gender, sex, gender identity, sexual orientation, age, marital status, veteran status, or disability status. If you have a disability or special need that requires accommodation, please send an email to peggy.tayloe@westpharma.com . Where permitted by law, an offer of employment with West Pharmaceutical Services, or any of its subsidiary or affiliate companies, is contingent upon the satisfactory completion of background screening and/or a pre-employment drug screening.

As advertised on www.jobalert.ie – today Wednesday 8th April

AS ADVERTISED ON WWW.JOBALERT.IE

TITLE: Contact Worker – FOCUS IRELAND

SECTION: Waterford City Housing Project

PROJECT: Grange Cohan

RESPONSIBLE TO: Project Leader

LOCATION: St. John's Park, Waterford

CONTRACT: Permanent, Full Time

Primary Purpose: To work as a part of a team providing Day to Day contact services to families and customers of the Grange Cohan Hub. Working to agreed protocols and standards, providing customers practical support, advice and assistance to enable them to stabilise and/or live independently.

Key Responsibilities

1. To work within the framework of the overall objectives of Focus Ireland
2. To work within the overall policies and procedures of Focus Ireland, inclusive of Health and Safety Policy
3. To work to the Focus Ireland model and standards of best practice
4. To work a flexible rota over seven (7) days to meet the objectives of the service, to include sleepovers.
5. To provide a safe, welcoming environment for families and individuals in long-term housing and transitional programs attached to the Grange Cohan Hub, including the provision of basic social care and support.
6. To monitor the safety and welfare of all families, and to provide interventions to agreed risk management plans advised by the Project Worker (Case Management) and/or the Line Manager
7. To assist with the administrative function with regard to established aftercare service practises and systems
8. To undertake individual contact work with families and individuals in transitional programs and customers in long-term housing, and to work in conjunction with the Project Worker (Case Management) in the formulation of assessments and inductions for residents.
9. To maintain professional links with other organisations and services that may offer services to high need families
10. To provide interventions around the support plan in conjunction with Project Worker (Case Management), and to participate in Intensive Case Management services and Transitional support program within the project.
11. To accompany and provide support to families on appointments to other services i.e. doctors, counsellors, court visits etc
12. To be responsible for keeping up to date contact work records and daily logs and for the inputting of information on Focus Ireland's PASS System
13. To work in close liaison and co-operation with other teams within Focus Ireland and other Statutory and Voluntary Agencies, as deemed appropriate
14. To attend Team, Section, Divisional, Organisational and external organisational meetings, as required.
15. To adhere to the policies and procedures of the Project and the Organisation and to input into the development of new policies and procedures
16. To engage in supervision sessions on a regular basis with the relevant Supervisor
17. To participate in relevant training and development courses as agreed with your Line Manager

18. To undertake such other duties as might be reasonably assigned from time to time in consultation with the Line Manager

19. To be vigilant to any Health, Safety and Welfare risks in the workplace and bring any concerns to the attention of your line manager or Health & Safety Representative

Criteria: Contact Worker (Intensive Care and Case Management)

Essential Criteria

- Relevant third level qualification in the area of social care, eg, youth work, social studies, addiction, psychology. • Previous experience of working in the social care field with disadvantaged families. • Experience of supporting marginalised young people with high risk and challenging behaviour • A working knowledge and insight into the issues affecting young people who have had a care experience and the impact on their physical, emotional and psychological development • Ability to cope with and manage lone working, including out of hours work • Working knowledge and understanding of Child Protection • Excellent report writing and IT skills • Ability to work well in a team environment • Person needs to demonstrate - Communication skills - Knowledge and understanding of children, adolescents and issues affecting parents - Ability to Plan and Implement Programmes - Flexibility in approach to work

Desirable Criteria

- A working knowledge of services in the homeless sector • A working knowledge and understanding of Therapeutic Crisis Intervention model

Focus Ireland is an equal opportunities employer

Interviews for the above role will be scheduled for Wednesday 6th of May 2020

PLEASE APPLY VIA WWW.JOBALERT.IE

AS ADVERTISED ON WWW.INDEED.IE

APPLICATIONS FOR THIS JOB MUST BE DONE VIA WWW.GLANBIA.COM

Glanbia Business Services (GBS) - Vacancy Shared Services Clerk (3 months fixed term)

An opportunity exists for a Shared Services Clerk with Glanbia Business Services based in Dungarvan, Co Waterford. This is a **3 month fixed term contract** position and will report to the AP Team Lead

Key elements of the role

This role will be supporting the Accounts Payable team in the SSC, and our colleagues in the business, but the role of the Shared Services Clerk will require the flexibility to perform work for other teams in the Shared Services Centre subject to business needs.

- The duties of the Shared Services Clerk includes the processing of invoices (including VAT determination) in a busy, fast-paced and goal oriented Accounts Payable team
- Demonstrate flexibility in providing cover for team members across the SSC where the need arises
- Identify & assist to resolve any invoice processing queries/issues
- Resolve telephone and e-mail queries within the AP function
- Liaising with colleagues in our Business Units
- Establish and maintain a positive relationship with other departments and colleagues
- Communicate and follow up effectively with stakeholders on issues & resolution
- Adheres to all department and company policies and procedures; and meets defined goals and activity metrics
- Perform ad-hoc analysis, projects and any other assigned tasks and duties as directed, to support the Shared Services Centre.

Qualifications

- Accounts Payable, Administration experience.
- Associates or other two year degree preferred.

Skills & experience

- Accounts Payable/P2P experience, preferably in a Shared Services environment.
- Strong verbal and written communication skills with the ability to communicate in fluent English, in a clear manner to colleagues and customers.
- SAP experience an advantage
- High attention to detail and ability to handle large data with an excellent degree of accuracy.
- Strong organizational and communication skills required
- Proficient with Microsoft Office Suite, especially Word and Excel
- Proficient personal computer skills, including electronic mail, record keeping, routing database activity, work processing, spreadsheet
- Ability to build & maintain relationships

Competencies required for this role

- **Customer Focus** - Has a service mind-set – goes the extra mile to show support and service for colleagues, internal and external customers. Looks for opportunities not only to resolve issues but helping to avoid them recurring again. Handles complex issues and potential complaints diligently and professionally.
Personal development - Shows insight and interest in self-development, pro-actively seeking learning opportunities and feedback from others in order to develop and improve. Willingly shares knowledge, skills and guidance with others.
Collaboration - Understands the value and importance of collaboration, building internal network of relationships with peers, supervisors, and mentors. Develops rapport with others by demonstrating an understanding of their concerns, needs and issues. A team player, who has the ability to make it fun while getting the job done.
Results oriented - Works at a fast pace and in an efficient manner to deliver what is expected on time to a high standard. Actively seeks solutions to problems to ensure delivery of goals. Ability to work on own initiative and multitask.
Business insight - Broadly understands Glanbia's strategic direction, priorities and the drivers behind them ('the why'). Understands how own role contributes to the success of the team and the achievement of Glanbia's priorities.

AS ADVERTISED ON WWW.INDEED.IE

Production Operatives

Queally Pig Slaughtering ltd - Waterford

Waterford

Permanent

€28,000 a year

Production Operatives with Knife experience (preference)

Benefits:

- On-site parking

Job Type: Permanent

Salary: €28,000.00 /year

Education:

- Leaving Certificate (Preferred)

[APPLICATIONS VIA WWW.INDEED.COM](http://WWW.INDEED.COM)

Production Operator – PERMANENT POSITIONS

Fermoy, County Cork

Apply On Company Site – WWW.SANMINA.COM

OBJECTIVES OF POSITION:

- **Quality:** It is the responsibility of all production operators to assemble, test and handle all products in line with the documented specification and processes, thus ensuring that all products supplied to our customers are to the highest possible quality levels and conform to all specification requirements
- **Productivity:** Working part of the manufacturing team produce the correct number of products in line with the production plans as communicated by Supervisors and section leaders. These products must be available to ensure the correct levels of delivery performance to our customers
- **Teamwork:** All employees will be part of a team committed to a goal of total customer satisfaction and will be required to participate as a team member during each day of their employment

RESPONSIBILITIES:

- **Time Keeping:** All employees are to be at their work station to perform the shift changeover duties prior to the departure of their counterpart on the previous shift
- **Attendance:** All employees are expected to turn up for work at the start of their shift in a timely manner and make themselves available for which ever task is assigned
- **Quality:** All employees will perform all operations in line with processes, manufacturing instructions and specifications, paying particular attention to specific customer requirements. All disciplines such as product handling, ESD Practices, machine operations, safety at work etc must be observed.
- **Teamwork:** All employees will be required to perform duties within a team environment and must co operate with their colleagues and supervisors / Section Leaders in a positive manner in order to achieve their goals
- **Productivity:** All employees must reach the specified targets set within the individual manufacturing areas within the specified time frame to meet customer delivery goals
- **Dress Code:** All employees will be required to wear suitable protective equipment such as ESD work coats, eye glasses etc within their designated work area.
- **Communication:** All employees are responsible to communicate any problems or issues to their direct supervisor as quickly as possible to prevent any unnecessary downtimes or safety risks. Also, should an employee have any improvement ideas they should actively communicate these in order to improve the team's overall performance
- **Attitude:** All employees will be required to display a positive, co operative attitude at all levels within the company, working collectively to the overall success of the business
- **Measurement:** All employees will be reviewed on a regular basis on the following categories: Timekeeping, Quality, Productivity, Teamwork, Attitude, Initiative, Creativity, Communications, Development potential. These measurements will be the basis for the annual performance appraisal which will determine any promotions or salary increases, and will also be a key factor in providing further Training, Education and Career Development
- **Customer Focus:** All employees must recognise their importance in providing customer satisfaction, to both internal and external customers and must act to provide the best quality products, services and communications to these customers

MEASUREMENTS:

- Measurements will be tracked against plant metrics and MBOs tracked as per the annual appraisal process.

PERSONNEL SPECIFICATIONS:

ESSENTIAL:

- Operators must have a good positive manner and behave in a professional and acceptable fashion
- Operators must be flexible, being able to work in different areas as required by their supervisors
- Operators must be able to communicate well with their colleagues, supervisors, section leaders and managers
- Operators must be able to carry out variable shift work as required by the current business conditions

APPLICATIONS VIA COMPANY WEBSITE WWW.SAMINA.COM

WAREHOUSE CLERK – 12 month contract

Fermoy, County Cork

Apply On Company Site – WWW.SANMINA.COM

DEPARTMENT: Materials

REPORTING TO: Stores Supervisor

ROLE TYPE: 12 month contract

OBJECTIVES OF POSITION:

- To receive, locate pick and ship material in support of the production schedules.
- To carry out all work in an accurate and safe manner

RESPONSIBILITIES:

- Receive materials onto the oracle system accurately and timely
- Locate and issue material to meet production requirements
- Carryout material cycle counts
- Ship material to the customer as per request
- Carryout all functions safely
- Follow supervisor's instructions

ESSENTIAL SPECIFICATIONS

- Leaving Cert
- PC literate - Microsoft Excel/word experience
- Previous experience as a Warehouse Operative in a busy environment
- Good numerical/literacy skills
- Confident telephone and communication skills
- Ability to work on own initiative

DESIRABLE:

- Forklift license
- Storeroom experience
- Oracle experience an advantage
- Experience in a manufacturing facility

ADVERTISED ON WWW.INDEED.COM – APPLICATIONS VIA COMPANY WEBSITE AS ABOVE

Retail Assistant Clonmel, Clonmel, County Tipperary

ICELAND

[Apply On Company Site](#)

*Clonmel, County Tipperary
Part-time, Temporary*

€10.10 an hour

As a Retail Assistant you will work as part of a team and will be involved in merchandising, till operations and stock management across our Frozen, Chilled and Grocery Departments.

We are seeking some temporary cover to assist us during the COVID 19 crisis. We need good flexibility and proximity to the store to minimise travel.

Applications via ...

<https://app.kallidusrecruit.com/Iceland/VacancyInformation.aspx?VId=61038&m=p&source=indeed>

OR HIT LINK VIA WWW.INDEED.COM

Health Care Assistant

[Sonas Nursing Homes](#) - Clonmel, County Tipperary

Clonmel, County Tipperary

Full-time, Permanent

Team Sonas are calling on anyone who has recently been unable to work due to the current Covid-19 (CoronaVirus) outbreak.

As you are all aware we are in extraordinary times due to the outbreak of the Covid - 19 Virus.

Sonas Nursing Home Group are responsible for the care of some of the most vulnerable group of people in Ireland at this difficult time.

Sonas Nursing Home Melview, Clonmel, Co. Tipperary are currently recruiting Permanent/Relief Full Time Healthcare Assistants

No experience required

PLEASE APPLY VIA WWW.INDEED.COM

Waterford - Temporary **Retail Security Officer** Lodge Services - Waterford

Waterford

Full-time, Temporary

€12.65 an hour

For the duration of the Covid19 Emergency our Grocery Retail Clients have increased their security presence in their stores to help with crowd control issues, such as enforcing social distancing policy in their stores and ensuring a regulated number of persons are only in the store at any one time.

We require temporary Security Officers for the Covid19 period to carry out these crowd control duties across Waterford - Ardkeen. *Dungarvan*, Tramore, Carrick-on-Suir, Ferrybank.

Candidates must have a PSA Licence and experience in the security industry.

Own transport is an advantage as Public Transport systems have been curtailed.

PLEASE APPLY VIA WWW.INDEED.COM

Tig Welder

Suir Engineerings - Ireland

Apply On Company Site - <https://suireng.ie/>

Ireland

Overall Role Objective

We are currently looking for a TIG Welder to Join our Team in the City West Fabrication Workshop.

Location:

City West Dublin

Company Overview:

Suir Engineering is a leading provider of electrical and mechanical services, delivering tailored cutting-edge solutions for projects throughout Ireland, the UK, Europe and other locations across the globe.

With over 30 years of experience in fulfilling the needs of clients across a diverse range of sectors, including commercial, medical and health, manufacturing and industrial, science, technology and utilities, we are well equipped to address the engineering problems of modern industry.

Suir engineering works with data centres, power stations, pharmaceutical, renewable energy industry and food and beverage facilities.

The keystone of our business is our people. We strive to develop a business in which individual team members are valued, encouraged to embrace personal responsibility and grow to meet the demands of both our business and that of our customers. We believe that dedicated and invested staff produce better results – every time.

Benefits working with Suir:

- CIF agreed pay rates
- Pensions and Health Insurance covered by Construction Workers Pension Scheme (CWPS)
- 21 days of annual leave
- VHI Employee Assistance Program from start date for you and your family.

Key Responsibilities/Duties:

- Capable of carrying out welding duties on Welding type processes for which you are trained and certified.
- Working mainly on Stainless tube, Sch. Stainless and Mild steel pipe fabrications.
- Have knowledge and awareness of the relevant hazards associated with the craft of Welding.
- Understanding the documentation control.
- Capable of reading drawings
- Performing all required in process inspections during the manufacture of the product.
- Liaising with the relevant engineering departments to support continuous improvement activities and other cost reduction activities as required in the course of manufacture.
- Accepting responsibility and accountability for your own safety and the safety of others during the performance of your duties.
- Maintain a clean and safe work environment including the safe storage of finished goods.

Qualifications / Skills

- Welding Trade Qualification
- 2-3 years of experience in TIG Welding
- Good attention to detail.
- Well organised.
- Ability to multitask.
- Good time management.
- Safety focused.
- Safe Pass and Manual Handling Training complete and in-date is essential.

When applying on the careers page please ensure to select "welder" for the position applying for on the drop down menu.

West Pharma – Waterford City

Seeking PRODUCTION OPERATORS - PACKAGING – please apply via www.jobalert.ie

West Pharmaceutical Services, Inc. is a leading manufacturer of packaging components and delivery systems for injectable drugs and healthcare products. Working by the side of its customers from concept to patient, West creates products that promote the efficiency, reliability and safety of the world's pharmaceutical drug supply. West is headquartered in Exton, Pennsylvania, and supports its customers from locations in North and South America, Europe, Asia and Australia. West's 2018 sales of \$1.7 billion reflect the daily use of approximately 112 million of its components and devices, which are designed to improve the delivery of healthcare to patients around the world.

Purpose of the job

Reporting to the department lead this role is responsible for the production of product that meet or exceed pre-determined specifications. Responsible for manufacture, inspection, packaging, labelling and completion of documentation necessary to provide quality, production and traceability records in accordance with Quality Systems and Environmental Management Systems.

Key Responsibilities

- Manage production flow and output, by carrying out a range of functions including tracking product at each stage of the process, proper labelling and inventory management using Kanbans and automated MES and Plc based systems, to ensure optimum equipment uptime and target outputs.
- Equipment will include, yet is not limited to, washers, autoclaves, dryers, vision, packing, mixers, calendar, rotocure and slitter machines.
- Adhere to standard operating instructions for proper PPE and gowning for entry to production, quality, labs and clean room areas.

Qualifications/ Training

Required: Apprenticeship, Certificate or Diploma preferred; ideally in a mechanical, manufacturing related discipline.

Minimum Education: Leaving Certificate

Experience

Minimum Experience:

- Ideal candidates would typically have 3+years prior work experience in the Bio Pharmaceutical /Pharmaceutical or Medical Device Industries, or in another GMP setting.
- Knowledge of Good Manufacturing Practises (cGMP) requirements would be an advantage
- Shift work (2/3/4 shift)
- Proficiency in Microsoft Office and job related computer applications
- Must be able to read and interpret documents such as safety rules, operating and maintenance instructions, procedure manuals and process specification, and ensure that all associated paperwork is completed accurately.
- Must be willing to work in a controlled cleanroom environment, which involves the wearing of a gown, cap and relevant personal protective equipment.

Applications via www.jobalert.ie

Advertised on www.indeed.com

Construction Labourer

Ward Personnel - Youghal, County Cork

Youghal, County Cork

Full-time, Temporary

Ward Personnel require construction Labourers in Youghal.

Please call 087 217 7112 for further details.

Job Types: Full-time, Temporary

Licence:

- Safe Pass (Preferred)
- Manual Handling Certificate (Preferred)

General Operative/Labourer

Ward Personnel - Cork

Cork

Temporary

Ward Personnel require General Operatives for upcoming work in Cork. The minimum requirement for applicants is a valid Safe Pass. Please apply with your CV through the link provided or alternatively, **for more information please call 021 2339120**.

Job Type: Temporary

Safety Officer

[FRS Recruitment](#) - Waterford

[Apply On Company Site](#)

Waterford

Full-time, Permanent

€35,000 a year

Health and Safety Advisor

Location: Waterford

Salary: €35k+++ DOE

A well-known Tier 1 Main Contractor are looking to recruit a Health and Safety Advisor. The ideal candidate will be looking to join a team of construction personnel and work in Waterford.

The ideal candidate will possess the following traits but is not restricted to:

- Degree Qualified
- 3-4 years experience minimum
- Level 8 qualification essential in a relevant field
- IOSH/NEBOSH Member
- Extensive site experience preferably with a main contractor on
- main build aspects
- Exposure to Civil or Mechanical or electrical Engineering a plus
- Up to date working knowledge of Irish construction standards
- Fluent English
- Keen to work in greater Dublin area
- Experience with Toolbox talks and Site Documentation collaboration ideally
- Located in Dublin, Louth, Meath, Kildare or surrounding areas
- Full clean driving licence
- Can start with max 1 months notice

This is a brief description of the role. For further details, please contact Miriam.

Please note this role has an immediate start post COVID restrictions.

Key Contact

Miriam O'Hara

+353 56 7775550

Miriam joined FRS in 2017. She has a broad educational base with degrees in Irish, History and Genetics. She is currently based in the Kilkenny office where she specialises in Construction and Engineering roles. She chose this sector as she grew up on a building site alongside her dad.

For more information please contact Miriam or apply via www.indeed.com

CUSTOMER SERVICE ASSOCIATE – WORK FROM HOME

AMAZON

Amazon are looking for highly motivated team players who want to help provide world class customer service and who will work hours to match when their customers need them most. Your team will be responsible for resolving a wide variety of customer issues and educating them to resolve issues themselves. They would love for you to become part of the Amazon home working team, consisting of over 80 customer service associates based across Ireland.

What will you be doing?

As a virtual customer service associate you will act as the first point of contact for customers by answering their queries through phone, chat or email. You will support customers with their orders, product queries, payment issues, account updates, website education or problems they may be having. If you are a people person and can deliver great customer service, this role is for you. No previous contact centre experience necessary.

For full details see:

https://amazon.force.com/JobDetails?reqid=a0R2Io0001BsXBZ&setlang=en_GB&fbclid=IwAR21Fg51Nb8sxMifkifaY5wj7aJN3Gq2NfjYtAJrdZ

SHIFT SUPERVISOR –

EMERALD CONTACT CENTRE –

WATERFORD CITY

Emerald Contact Centre are currently recruiting for a permanent full time Shift Supervisor / Specialist Manager within their team. The primary responsibility of this role is to manage the Contact Centre in order to deliver on quality and efficiency metrics, coach, develop Customer Solution Specialists (CSS), and manage the day-to-day operations of the Contact Centre.

This Supervisor will work on a rotation ranging from: 1-9pm, 3-11pm & 5pm to 1am Monday to Friday

Job Responsibilities:

Call Quality, Call Observation and Feedback:

Monitoring and observing each CSS job performance on a regular basis

Coaching and Development:

Providing feedback to CSS's regarding their work to help the employee become more knowledgeable and proficient, making use of all available systems, tools, training, and reference materials.

Agent Performance and Schedule Adherence:

Review of historical and/or real time reports from the call management system on a daily basis to manage schedule adherence for their team

People Management:

Deals with occurrences of absence & punctuality whenever they occur. Liaising with the management team regarding appropriate action.

Ensures open lines of communication across the business and informs employees, where appropriate, of changes within the business as directed by management.

Report Review:

Reviews reports on a daily basis and signs off on exceptions as required according to established guidelines.

For full details see: <https://emeraldcontactcentre.ie/jobs/shift-supervisor/>

HEALTHCARE ASSISTANTS REQUIRED – DUNGARVAN

Responsibilities and Duties

- Supporting the nursing staff in providing high-quality holistic care to our residents
- Ensuring residents hygiene/personal care needs are maintained to the highest standards while maintaining the resident's dignity at all time
- Assisting residents with eating and drinking in line with their nutrition needs
- Assisting residents with mobilizing as appropriate and using correct aids
- Escorting or/and transfer residents as directed by the Nursing staff
- Assisting in End of Life Care
- Any other duties deemed necessary by nurse and management

Qualifications and Skills

- QQI/FETAC qualification OR relative experience in a similar environment.
- Practical experience in a caring capacity desired.
- Ability to work independently or as part of a team.
- Professional, caring and empathetic nature.
- Be comfortable working in a sometimes, challenging environment.
- Have a good level of English language skills
- Availability to work varied shift patterns days, nights & weekends, across Monday to Sunday

What we offer:

- Comprehensive induction training
- Free Garda Vetting
- A rewarding working environment, with support from supervisors and managers
- Competitive rates of pay
- Paid quality training
- Continuous professional development
- Opportunities for promotion within an expanding group
- Extensive in-house training (NMBI approved)
- The employee of the Month programme
- Employee Assistance Programme which offers advice
- 1 Free Uniform/year
- Free parking

Career Level

- Experienced [Non-Managerial]

Essential

- **Minimum Experience Required (Years): 1**
- **Minimum Qualification:** Level 5 (incl Leaving Certificate/ Leaving Certificate Applied/ Leaving Certificate Vocational Programme)

Desirable

- **Ability Skills:** Customer Service, Personal/Social Care
- **Competency Skills:** Initiative, Working on own Initiative

Application method – CV's and cover letter to

nurserecruitment@welfare.ie

CUSTOMER SERVICE REPRESENTATIVE - Work from Home Position - Short Term Contract

PLEASE APPLY VIA WWW.JOBALERT.IE

About Virgin Media:

At Virgin Media, we've got a very different way of looking at the world – and it shows in what we're like as a place to work. We think work should be fun – because fun is what our Customers demand from our services. So you'll be joining a bunch of people who are free- spirited, capable of coming up with their own ideas, and given free rein to put their talents to their best use. But besides being all about fun, we're also deadly serious when it comes to putting our Customers first! Whether it's TV, mobile, home phone or super- fast broadband series, at Virgin Media Ireland we're 110% focused on making our Customers lives easier, richer and a little bit more fun.

It's not a nine-to-five, clock in and tune out sort of place. And there's no corporate mask to put on at the door- you can just be yourself. We're hard working, but in it together. Creating something special. Because let's face it. If you don't love what you do, it's time to do something else. Join us.

About the Role:

This is a work from home role, reporting to the Team Leader, the Customer Service Representative is a customer support role carried out over Virgin Media's messaging platform. We aim to provide an excellent service to our customers through first line support resulting in a high first contact fix percentage in all cases. The successful candidate will have the ability to resolve a variety of issues including but not limited to after sales, accounts/ billing queries, upgrades and general queries. This role will consist of initial training in our Limerick Contact Centre before the remote working begins.

Specific Duties & Tasks:

- The purpose of this role is to oversee a best in class customer experience through our Messaging channel (Web & Text)
- You will need to demonstrate a proven ability to cultivate strong working relationships across functional groups and lines of business
- You must support and protect the brand by making sure that positive messaging is maintained in the community and ensure consistency of messages
- You will be responsible for supporting various first contact customer service improvement initiatives
- You will be responsible for reporting on reoccurring issues raised by our customers
- Contribute to overall team performance and meet agreed customer queries targets
- Provides fast and reliable answer rates for our customers
- Maximise first contact fix on each customer interaction
- Proactively updates customers where required.

Skills & Experience:

- Exemplary performance record required
- Call centre experience is desirable but not required
- Professional demeanour with excellent written communication skills
- Evidence of customer focus, ownership and commercial understanding
- Can demonstrate problem solving and analytical skills
- Good typing skills and working knowledge of Microsoft office programs
- Can work independently along with a strong focus on team results
- Flexible in relation to duties and rosters



**HARTLEY PEOPLE RECRUITMENT AGENCY - WATERFORD CITY
HAVE THE FOLLOWING ROLES ADVERTISED IN THE LAST WEEK.**

- **ACCOUNTING TECHNICAL/PQ ACCOUNTANT**
- **MAINTENANCE TECHNICANS X3 [WATERFORD]**
- **ELECTRICAL PROJECT ENGINEER – STARTING APRIL 2020**
- **CONTRACTS MANAGER – WATERFORD / DUBLIN**
- **SENIOR DEVELOPER/ENGINEER – WATERFORD**
- **IRELAND/UK SALES MANAGER – NEW ROLE APRIL 2020**
- **ELECTRICAL FOREMAN – WATERFORD / APRIL 2020**

TO VIEW ALL THESE ROLES PLEASE LOG ONTO

[HTTPS://WWW.HARTLEYPEOPLE.COM](https://www.hartleypeople.com)

**PLEASE CONTACT HARTLEY PEOPLE RECRUITMENT DIRECTLY IF ANY OF THE
ABOVE ROLES ARE OF INTEREST TO YOU.**

CONTACT NO: 051 878 813

HEALTHCARE ASSISTANT REQUIRED – FERMOY, CO CORK.

Fermoy, County Cork
Temporary

Care of Residents

- Carry out all instructions relating to the direct care of residents, as directed by the Nursing Staff.
- Support the promotion of equality for all residents.
- Contribute to the protection and safety of residents at all times.
- Assist in the ongoing support of residents and others significant to them by enabling residents to maintain their interests, identity and well-being and maintaining contact with those who are significant to them.
- Support residents in the transition due to changing from one care requirement to another.

FOR MORE DETAILS AND TO APPLY PLEASE LOG ONTO

WWW.INDEED.COM

AS ADVERTISED ON WWW.JOBALERT.IE

Social Care Workers

TerraGlen Residential Care Services Ltd / Nationwide / Full-time

TerraGlen is currently seeking applications from highly motivated and enthusiastic individuals to join our organisation. The posts available involve supporting adolescents from 13-18yrs in mainstream residential care.

Terra Glen aims to work therapeutically with young people and their families through a clearly identified model of care where reflective practice is at the core of all engagements.

Posts Available include: Nationwide

Full Time – Deputy Manager, Social Care Leaders, Social Care Workers and Relief Social Care Workers.

Social Care Leaders: must have a Level 7 social care qualification or a qualification in a related and relevant field and have 3 years' experience of working at social care grade with children.

Desirable Qualification for all other vacancies- Level 7 Degree in Social Care, Applied Social Studies or other relevant discipline.

Full clean drivers' licence is essential.

In return, we can offer you access to the following employee benefits:

Free training, Cycle to Work Scheme, Employee of the Month Scheme, Study Assistance Scheme, optional private health insurance, optional PRSA, and continual professional development opportunities.

A full job description is available upon request.

PLEASE APPLY VIA WWW.JOBALERT.IE

AS ADVERTISED ON WWW.JOBALERT.IE

CNC Lathe Programmer / Operator

Waterford based SME Waterford €32,500 - €35,000 per year - Full-time

CNC Lathe programmer / operator required for Waterford based SME.

Required to run Doosan Lynx Lathe with driven tool capabilities (mill/turn).
Siemens Control.

CAM experience an advantage. Fusion 360 / SprutCAM experience an advantage
but not essential.

Previous Experience of running Lathes **ESSENTIAL**.

CNC qualifications or relevant experience **ESSENTIAL**.

Salary based on experience. 30 - 35K per year based on experience.

PLEASE APPLY VIA WWW.JOBALERT.IE

FREE ON-LINE TRAINING

THROUGH WATERFORD CHAMBER – SKILLNETS

Course	Date	Trainers / Speakers	Venue	Time	No. of Days
How to Devise an Infectious Diseases (Covid-19) HR Policy & Procedure	6 Apr	White HR	Online	15:00 - 16:00	1hrs
Managing Self	7 Apr	Sure Skills	Online	9.30 - 12.30	3hrs
"Food and Mood: 3 key ways to support your teams for energy, resilience and productivity"	7 Apr	Jemma Kehoe, Nutritionist	Online	15:00 - 16:30	1.5hrs
Managing Change	8 Apr / 17 Apr	Sure Skills	Online	9.30 - 12.30	3hrs
The Lean Workflow	8 Apr	Karen Douglas, Kareer Solutions	Online	15:00 - 17:00	2hrs
Motivating Staff	9 Apr	Sure Skills	Online	9.30 - 12.30	3hrs
How to manage your Headcount in Challenging Times	9 Apr	White HR Solutions	Online	15:00 - 16:30	1.5hrs
Intro to Lean (White Belt) - 2 x 3hrs	15 & 16 Apr	DCM Learning	Online	9.30 - 12.30	6hrs
Critical Thinking	17 Apr	DCM Learning	Online	14:00 - 17:00	3hrs
A3 Problem Solving	20 Apr	DCM Learning	Online	9.30 - 12.30	3hrs
Lean Champion	21 Apr	DCM Learning	Online	9.30 - 12.30	3hrs
Project Manager - Working with Virtual Teams	27 Apr	Turlon & Assoc	Online	9.30 - 16.30	6hrs
Motivate with EQ	27 Apr	MCK Training & Development	Online	14:00 - 17:00	3hrs
Beneficial Group Behaviours	29 Apr	MCK Training & Development	Online	14:00 - 17:00	3hrs
Trainer Fundamentals	30 Apr	MCK Training & Development	Online	14:00 - 17:00	3hrs
Intro to Agile - 2 x 3 hrs	6 & 7 May	DCM Learning	Online	9.30 - 12.30	6hrs
Project Management Techniques	12th May	DCM Learning	Online	9.30 - 12.30	3hrs

For more details about Skillnet contact Sara at 087 6116 952 or email skillnet@waterfordchamber.ie

The Waterford Chamber Skillnet is funded by member companies and the Training Networks Programme, an initiative of Skillnets funded from the National Training Fund through the Department of Education and Skills.

www.waterfordskillnet.ie



FREE ON-LINE TRAINING

THROUGH WATERFORD CHAMBER – SKILLNETS

FREE FOR THE DURATION OF THE
CORONA VIRUS PANDEMIC

What's Your Big iDEEa?

NOW IS THE PERFECT TIME TO
REVIEW YOUR SKILLS AND
CONVERT THEM INTO A NEW
DIGITAL INCOME STREAM

Join here <https://members.deeisfordigital.com>



**FURTHER EDUCATION &
TRAINING COURSE HUB**

Fetchcourses.ie was developed by SOLAS, the Further Education & Training Authority, in partnership with Education and Training Boards Ireland (ETBI) and other Further Education and Training providers.

**ANYONE WHO HAS LOST THEIR JOB DUE TO
COVID-19 CAN NOW ACCESS
FREE TRAINING ON-LINE.**

TO VIEW ALL COURSES AVAILABLE PLEASE LOG ONTO:

WWW.FETCHCOURSES.IE

SELECT LOCATION AS ONLINE

Examples of courses to choose from include :

ECDL, Photoshop, Excel, Word, Advanced Word, Advanced Excel, Graphic Design & Illustration using Adobe, Powerpoint, CompTIA A+, Python Programming and many more.

ON-LINE AND TELEPHONE TUTOR SUPPORT AVAILABLE FOR DURATION OF TRAINING

FOR MORE INFORMATION PLEASE CONTACT:

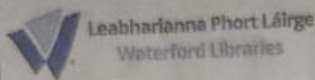
e-COLLEGE LEARNING - Contact - Fiona Lester – 1800 855 831

CLIENTS OF THE DUNGARVAN/LISMORE LOCAL EMPLOYMENT SERVICE

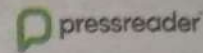
PLEASE CONTACT YOUR CASE OFFICER – NIAMH KUHNE – 058 44077

FREE On-Line Resources/Training Through Waterford Library Services

AN LEADER, FRIDAY, APRIL 3, 2020



FREE Online Resources



Transparent Language Online



While our libraries are closed due to Coronavirus (COVID-19) you can still access our Free Online Resources.

To join visit: www.librariesireland.ie/join-your-library and complete the online application form. You will be given a temporary library number and a library PIN.

As a library member you will have access to:

- **BorrowBox** for eBooks & eAudioBooks
- **PressReader** for digital newspapers
- **RBDigital** for digital magazines
- **Transparent Language Online** for language learning
- **Universal Class** for online courses

If you're already a member and would like to update your account or need to reset your PIN you can phone your local branch for further help.

Contact details of our library branches can be found on www.waterfordlibraries.ie/branches