



Customer Liaison Coordinator

We have a unique and exciting opportunity for a dedicated, customer-oriented individual to join our Organisation reporting directly to the Director of Strategic Development.

Dublin Cemeteries Trust, established by Daniel O'Connell almost 200 years ago, is the leading provider of Burial and Cremation Services in the greater Dublin area and manages a total of five cemeteries and three crematoria across the city as well as the Visitor Experience Centre at Glasnevin. As an award-winning heritage site, and home to *Experience Glasnevin - Ireland's National Cemetery*, Glasnevin is the guardian and storyteller of over 1.5 million people who have helped shape the Ireland of today.

As the Customer Liaison Coordinator, you will be a key member of the Glasnevin Cemetery team with responsibility for ensuring excellent customer service to all families visiting the cemetery. You will be responsible for meeting and greeting bereaved families as they arrive to the cemetery, coordinating services to ensure timeliness, and ensuring that high standards of customer care are maintained at all times.

Your key areas of responsibility will include:

- Point of contact for all bereaved families and guests arriving to the cemetery for services
- Assist bereaved families and guests with any queries and requests –always ensuring excellent customer service is delivered
- Communicate arrival of families to Glasnevin Crematorium Team for preparation of services
- Liaise with crematorium staff on all aspects of cremation services provided to the bereaved
- Liaise with funeral directors on the day of service to ensure smooth and timely arrival and departure of services and address issues with funeral directors as they arise

The Customer Liaison Coordinator will have a proven record of excellent customer service delivery including:

- Minimum 3 years' experience in a senior customer care role / function (e.g. hospitality, event management, funeral services or similar)- essential
- Proven track record in delivering excellent customer service
- Excellent interpersonal and stakeholder management skills
- Ability to deal compassionately with customers in sensitive situations
- Ability to resolve customer concerns/issues in a calm and professional manner

To apply, please send a CV and cover letter to Shane Gleeson at shane.gleeson@cpl.ie

Dublin Cemeteries Trust is an Equal Opportunities Employer