

## **INFORMATION & ADMINISTRATION OFFICERS**

### **THE COMPANY**

Chime's aim is to provide holistically focused, client-centered supports / services to ensure improved quality outcomes of our clients. Chime is a registered charity operating a number of resource centers throughout the country

### **OUR VALUES**

At Chime, we are a values driven company, supporting our clients to achieve the best possible outcomes. We promote staff development, enable staff to fulfil their potential and contribute to excellent service delivery. Chime is a diverse and inclusive work environment where thinking outside the box to achieve our goals is positively encouraged and promoting collaborative working relationships is key in terms of supporting and delivering the needs of our clients.

### **THE ROLE**

The Information Officer, will report to the Area Manager, will primarily handle a wide range of client facing and administrative tasks. This role is fully office based and will be part of a multi-disciplinary team who provide a full range of supports and services that will positively impacts on the lives of our clients.

### **KEY DUTIES & RESPONSIBILITIES**

- Welcoming clients and ensuring they get the appropriate information.
- Responding to requests for information on Chime services in person, by telephone, email, or text.
- Maintain and manage calendars, email, and contacts.
- Providing administrative support for weekly Audiology clinics.
- Responsibility for monthly stock-takes.
- Responsibility to the Area Manager for local Health and Safety issues.
- Manage Purchase Orders, Petty Cash, and Bank lodgments.
- Client Data entry.
- Assisting with compiling, distributing information and materials for meetings / other events.
- Assisting with special projects and research, as required.
- Managing the building facilities including minor office repairs in conjunction with the Area Manager.
- Providing information and demonstrations of assistive technology and hearing aid accessories.
- Manage the Resource Centre, including stationary / other supplies, PPE etc.
- Minor hearing aid repairs, to include retubing and changing batteries, as required.
- Update and improve administrative systems as required.
- Other ad hoc duties as determined by the Area Manager.

### **ROLE REQUIREMENTS**

- Strong customer service skills / telephone manner.
- Excellent time management, administration / organizational skills
- Excellent IT skills including all MS Office applications.
- Strong communication skills and the ability to work as part of a team.
- Ability to work effectively in a busy environment / prioritizing tasks.
- Supporting the day to day running of the Resource Center.

Telephone:	01 817 5700	Charity Number:	CHY5633/RCN 20008772
Text:	087 992 1046	CRA Number:	20008772
Email:	<a href="mailto:info@chime.ie">info@chime.ie</a>	Skype ID:	Chime NFS
Website:	<a href="http://www.chime.ie">www.chime.ie</a>	Address:	35 N Frederick St Dublin 1 D01 W592
Governance:	CEO Mark Byrne, Chairperson Declan Keane. Board Members: Sandra Creagh, Gerard Smith, Brian Symington MBE, Patrick Flynn, Kevin Coleman, Tom Maguire, Jennifer Robertson, Martina Cummins.		

**EXPERIENCED REQUIRED**

- Minimum 2-3 years' experience in a busy, professional office environment.
- Ability to work with sensitive and confidential information.
- Flexible attitude and the ability to work on own initiative,
- Be proactive and have an attention to details approach.
- Willingness to learn and be proficient in Irish Sign Language, is desirable

**Chime is an equal opportunities employer.**

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