

Depot Assistant

Certa Ireland welcomes applications from people of diverse backgrounds and abilities. We are committed to providing reasonable accommodations for applicants and employees with a disability. Should you have a reasonable accommodation request please email maria.lanigan@certaireland.ie

Certa Ireland is a wholly owned subsidiary of DCC plc and is part of the Energy Division of the Group. We were born out of the combination of successful Irish energy brands. We are one of the country's leading home heating oil, commercial fuel, and agricultural diesel suppliers, in addition to other business divisions including retail forecourts, fuel card services and lubricants. In recent years Certa Ireland has grown with the acquisition of Campus Oil, Jones Oil, two lubricant businesses, and the establishment of the Certa forecourt network. What unites each of these brands is a powerful entrepreneurial spirit, a culture of high performance and agility and is underpinned by exceptionally strong customer service.

DCC plc is one of Ireland's most successful organisations, operating in various sectors including Energy, Technology and Healthcare. With annual sales of over €18 billion, and operations in 21 countries spanned over 3 continents, DCC employs more than 15,400 people around the globe. Being a part of our parent company means that while we retain the agility and local resonance of a smaller organisation, we also benefit from the strength and scale of our parent company.

Remuneration:

€11.85 per hour

[Apply here](#)

Main Purpose of the Role:

To assist in the smooth running of the depot on a day-to-day basis by working primarily on the telephone on both inbound and outbound domestic calls. Responsibilities will include telesales and customer care, involvement in credit control phone calls and co-ordination with reps and drivers to ensure excellent customer service in all areas of the sale. The Depot Assistant will support Depot Supervisor in the day-to-day activities of the depot. This role is on site.

Key Responsibilities:

Safety:

- Complete daily depot checks using the systems provided.
- Report near misses using the correct system.
- Report any safety concern to your supervisor.
- Ensure that you are compliant in wearing the correct PPE whilst out in the yard.

Sales:

- Taking Payment at the Depot for all Yard Sales.
- Placing domestic and bulk orders for customers over the phone and at the counter.
- Promote the sales of other products in the depot.
- Promote the Tesco Clubcard to customers paying for fuel.
- Promote Hydrotreated Vegetable Oil as an alternative to customers over the phone.
- Encouraging customers pay by credit card or COD for their domestic delivery.

Customers Service:

- Strong customer service
- Promote Certa as a brand to customers
- Ensure that all customers queries are dealt with in an appropriate time frame to their resolution.
- First point of contact on the phones ensuring all incoming calls are handled in an efficient manner.
- Maintaining good relations with existing customers.
- Checking customer pricing / customer balances while customers are on the phone.
- Setting up new domestic customers while the customer is on the phone ensuring data is accurate and complete.

Administration & other:

- Assisting the supervisor in working with head office to ensure all processing is closed off correctly to agreed timelines.
- Carrying out end of shift procedures including cashing off yard sales to ensure all paperwork is completed correctly and accurately.
- Following end of day procedures including closing and locking up the yard while observing safety and security policies
- To complete ad hoc administration duties as required ensuring the smooth running of the depot.
- Treat customer both external and internal with dignity and respect.
- Be open to suggest improvements to your supervisor.
- Be willing to accept feedback and learnings.

Personal Attributes / Experience Required

- Previous experience in a customer focused role.
- Experience of working in within a telesales environment is advantageous.
- Cash Handling experience is advantageous.
- IT skills – proficient in Microsoft Excel and Teams
- Ability to work under pressure.
- A strong relationship builder
- Motivated to work off your own initiative.
- Detail-oriented, focused on accuracy and attention to detail.

Our Values

Safety First

Our priority on safety has always been the foundation of our sustained success in business. We always prioritise the safety of our employees, contractors, customers and any others who may be affected by our business activities. This is why we continuously look for ways to improve our culture, systems, and our processes around safe practices.

Bold & Courageous

We embrace challenges with the determination to succeed. We push our boundaries and challenge the status quo. Every day we strive to understand the limits of “what’s possible?” and “why not?”. Both as individuals and as a collective, we strive to find innovative solutions to problems for our shared future and achieve our goal of becoming Ireland’s most loved, most efficient and most profitable energy brand.

One Team

We are one team and work with a shared vision; which is to always do the right thing for our customers, our businesses and our people. Internally, we operate without silos, and we say what we feel, we’re always respectful, honest and empathetic to different views and opinions, embracing diversity and nurturing inclusivity. We’re problem solvers who are never afraid to take the initiative and personal ownership of the part that we play. Our one-team culture means that we’re stronger together and are capable of accomplishing great things.

Irrepressible Performance

We at Certa share a collective entrepreneurial spirit, an agile approach to solving problems, a passion for accuracy, a dedicated work ethic and an unwavering commitment in serving our customers. Performance is at the heart of what we do and it makes us continuously seek new ways to improve what we do. Our pursuit of excellence demands that each one of us bring a consistently strong performance to their work every day, thus ensuring the long-term success and growth of our business.

Customer Obsessed

We take pride in defying expectations. We keep on our toes and come up with fresh ways to do things in response to changing customer requirements. Our increased focus on being customer-centric across the organisation drives us to deliver the best-in-class experiences to our customers. This is what helps us build enduring and lasting relationships based on trust, value and respect. Our shared belief in environmental

citizenship and our philosophy of small steps over time equals big strides, helps us build an energy-efficient future for our customers and for our planet.