



## SIRO Service Operations Intern

SIRO is a wholesale broadband provider, with 16 retailers selling our services. This role will primarily focus on management of inbound customer related queries and non-standard orders placed across the 27 SIRO Points of Interconnect (POIs) across the country. A driven individual who has a good attitude to their work will thrive in this environment.

SIRO Service Operations are responsible for delivering an in-home service which allows our retail partners to connect the end customer to the internet. This role has key responsibility for delivering and improving Customer Experience through the day to day management of the Service Operations associated activities.

**Role Description:** Service Operations Intern

**Duration:** 9 months

**Key Objectives / Accountabilities:**

- Carry out outbound calls to customers awaiting order delivery to discuss the potential lead time to complete, and whether they are happy to remain in the queue
- Take information gathered in the field (at Overhead pre survey stage) and filling this information into a template for ESN assistance. High attention to detail required.

**Requirements:**

- Proficiency in MS Office Applications, particularly Excel.
- Collaborates effectively
- Excellent communication skills - comfortable communicating with our customers through all channels, verbal, written and face to face
- Demonstrable experience of explaining technical issues, to both technical and non-technical audiences
- Ability to plan and execute basic analysis and/or investigation
- Ability to produce and present team weekly/monthly reports to illustrate performance
- Ensuring Customer Experience is front and centre of every interaction

**Location:** Carrickmines, Dublin 18

Note: We are currently working fully remotely in line with government guidelines. We expect to transition to hybrid working model when we can return which is likely to require attendance at the office 2-3 days per week.

Please send your cv and a covering letter to: [blanaid.oregan@siro.ie](mailto:blanaid.oregan@siro.ie)

We are an inclusive employer and welcome applications from people of all backgrounds and abilities. Please let us know if you require reasonable accommodation for the interview process and we will do our utmost to accommodate you