

Finders Ireland: Team Support Administrator (TSA) Role

Reports to: Maeve Mullin

Location: Dublin Office: Unit 12D Butlers Court, Sir John Rogerson's Quay, Dublin 2 & Hybrid
Working arrangements available.

Job Purpose:

The purpose of this role is to provide administrative support to Finders Ireland as directed by your Line Manager and Directors, in a timely and professional manner. This is a fantastic opportunity for the right person with a high level of drive and enthusiasm, who is willing to learn.

Main Duties and Responsibilities

- Case File administration:
 - Updating files and internal systems
 - Obtaining regular Client updates
 - Dealing with Client queries
 - Data entry
 - Updating clients
 - Preparing distribution schedules
- General administrative duties:
 - Sending out letters
 - Making telephone calls to Clients
 - Ordering of certificates in person or over the phone
 - Ordering probate records
 - Arranging legalisation and translation of documents, as required
- Drafting and sending out agreements/administration documents
- Returning documents to Clients
- Arranging visits with local representatives (and compiling associated documents)
- Making phone calls/enquiries relating to case matters
- Ensuring our internal case management system is kept up to date
- Processing family tree requests, as required
- Attendance on various training days, as and when required or deemed necessary
- Advanced level of open communication within the Finders Ireland, including support staff, with transparency at all times
- Willingness to offer flexibility with working patterns (contracted hours, lunch break, work load, contact with clients in different time zones, etc)

Skill Set

- Excellent administrative skills
- Excellent communication and interpersonal skills
- Comfortable with making/taking phone calls, experienced in dealing with complex personal situations
- Ability to effectively negotiate
- Ability to cope under pressure, work on own initiative and organise own workload
- Problem solving skills and the ability to respond to sudden unexpected demands
- Strong MS Office skills
- Attention to detail

- Reliable, Flexible and adaptable
- Contribute to the effectiveness of the team
- Comfortable with a basic level of mathematics