



JOB DESCRIPTION

Role: Customer Support Coordinator

Location: Dublin 4 | **Start Date:** Immediate | **Team:** Membership Services |
Reporting to: Head of Operations & Customer Service, GS1 Ireland | **Salary Range:** €38,000 - €40,000 | **Role Code:** 202502

Join a Global Leader Driving the Future of Supply Chain Innovation

GS1 Ireland, the Irish office of the global standards organisation, is seeking a dynamic and customer-focused **Customer Support Coordinator** to join our Membership Services Team.

This is a fantastic opportunity to become part of an organisation at the forefront of digital transformation in supply chains, particularly as we lead the national transition from traditional barcodes to 2D barcodes (including GS1 powered QR codes) by 2027.

About the Role

As a key member of our team, you'll be the first point of contact for our new and existing members, providing timely and professional support via phone and email. Your work will directly contribute to delivering an outstanding member experience and supporting businesses of all sizes as they adopt GS1 standards and tools. Full training will be given.

Key Responsibilities

- Respond to enquiries from prospective members regarding GS1 services and benefits
 - Guide customers through the online membership process
 - Support existing members with general queries, online purchases, and access to tools and services
 - Help members navigate web-based platforms and e-learning resources
 - Ensure accurate processing of online transactions and liaise with Accounts as needed
 - Maintain up-to-date and accurate member records in our CRM system to support marketing and outreach activities
 - Assist in the preparation and coordination of events, training courses, and webinars
 - Promote participation in GS1 webinars and training sessions
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What We Are looking For

- A recent graduate (Level 8 or Level 9) in a business or technical discipline. Candidates with relevant experience are also encouraged to apply
 - Fluent English speaker with excellent verbal and written communication skills
 - A motivated self-starter who is reliable, proactive, and results-driven
 - Organised, detail-oriented, and able to manage multiple tasks effectively
 - A natural communicator with strong interpersonal skills and a customer-first mindset
 - Comfortable working independently and as part of a collaborative team
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Why Join GS1 Ireland?

- Be part of a trusted global organisation making a meaningful impact on commerce and technology
 - Gain hands-on experience in a fast-evolving area of supply chain innovation
 - Work in a supportive, professional environment based in Dublin 4
 - Help shape the future of retail and healthcare by enabling the next generation of barcodes
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Ready to Make a Difference?

Apply today and help us deliver the highest standards of service and innovation to our members. Please forward your **CV and covering letter** to Karen.Murphy@gs1ie.org.

Closing date is Friday 30th April 2025 at 12 noon.