



## Customer Care Specialist

**Job Title:** Customer Care Specialist

**Reports to:** Managing Director

**Location:** Ballincollig, Cork, Ireland

**Closing Date:**

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### Join the Award-Winning Team at Advanced Seating & Posicare

This is an exciting opportunity to join the Advanced Seating Team. Advanced Seating is a specialist provider of therapeutic seating solutions based in Ballincollig, County Cork. We focus on delivering high-quality clinical seating, support products and services to help patients, caregivers and care professionals find the right seating solutions for comfort, pressure management, postural support and clinical outcome.

As a company we are passionate about continuous improvement of our products, our processes and most importantly, our people. This is an exciting opportunity to join a fast-growing, ambitious organisation where customer care is a core pillar of our growth strategy.

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### The Opportunity

We are seeking to recruit a Customer Care Specialist who is passionate about delivering exceptional Customer Service and making a positive impact on the lives of our customer, our patients and the people who care for them.

This is an exciting and critical role in the Advanced Seating customer experience, often the first point of contact, this role is vital in the shaping our customer experience and building long term relationships. Every order you coordinate and every issue you resolve has a direct impact on patient comfort, safety and quality of life.

### Key Responsibilities

- Oversee the complete customer journey from initial enquiry and assessment booking through to order processing, delivery, installation and aftercare

- Manage order processing in partnership with the Sales team to ensure a smooth, seamless experience from order confirmation to delivery and setup
- Proactively follow up on quotations, assessments, and outstanding actions to maximise conversion and customer satisfaction
- Take responsibility for rental fleet management, including monitoring chairs on hire, coordinating returns, and ensuring optimal asset utilisation
- Liaise closely with cleaning, servicing, and delivery teams to maintain efficient turnaround times and uphold quality standards
- Implement structured aftercare processes, including follow-up calls, satisfaction checks, and customer retention initiatives
- Ensure accurate and structured maintenance of customer data within the CRM system Hubspot
- Develop and refine systems, workflows, and documentation to support scalability as the business grows.
- Implement scalable systems, structured processes, and measurable KPIs to support continued growth
- Take ownership of cross-functional projects that enhance customer experience and operational efficiency, proactively driving them from concept to delivery
- Identify opportunities to streamline processes and remove bottlenecks, leading initiatives that free senior leadership to focus on strategic growth
- Drive consistent service excellence

You will play a central role in shaping how customers experience our brand, ensuring every interaction reflects our commitment to quality, care, and reliability. This role is central not only to customer satisfaction but also customer retention, operational efficiency and long term business growth.

*Please note: This job description is not exhaustive and may evolve in line with business needs.*

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## **Criteria & Requirements**

- Demonstrate the ability to provide excellent internal and external customer service
- Demonstrated experience implementing structured processes and systems that measurably improve customer experience, efficiency, and service performance

- Excellent written and verbal communication skills, with the ability to build strong relationships across customers, partners, and internal stakeholders
- Confident using CRM systems and performance data to drive decision-making and continuous improvement
- Highly organised with exceptional attention to detail and the ability to manage multiple priorities effectively
- Proactive, solutions-focused, and comfortable operating in a fast-paced, evolving environment
- Strong problem-solving capability with a structured approach to handling escalations and service challenges
- Experience overseeing operational processes such as order management, rental assets, or logistics coordination is desirable
- Team orientated with a positive attitude and a customer focused mindset

### **Advanced Seating DNA**

At Advanced Seating, you will join a close-knit, high-performing team where your voice is heard and your ideas genuinely matter. You will have ownership, clear expectations and the freedom to improve how we do things, rather than just follow a script. We celebrate people who take initiative, solve problems for customers and support their teammates, and we make time to recognise great work. If you enjoy collaborating, learning fast and seeing the direct impact of what you do every day, you will feel at home here.

### **Package**

A competitive package will be offered, reflective of the importance of this role to our long-term growth ambitions.

This role offers clear opportunities to grow into senior customer operations, project management or leadership positions as the business continues to scale.

This position is based at our headquarters in Ballincollig, Cork Ireland,

Applicants must be resident in Ireland and hold valid working rights where required.

To apply for the above role, please email your CV with a short cover letter to [careers@seatingmatters.com](mailto:careers@seatingmatters.com)