



Role: Customer Relationship Manager

Area: Strategy & Regulation

Sub-Area: Regulatory Affairs

Location: Cork/Dublin

Grade: E (€51,596 - €77,394)

Duration: Specific Purpose

Ref: GNI141

Closing date: 24th August 2026

Gas Networks Ireland operates and maintains Ireland's €3 billion, 14,758km national gas network, supplying reliable energy to more than 720,000 homes and businesses. The network delivers more than 30% of the country's total energy and 40% of its electricity generation.

We are dedicated to achieving net zero and advancing the energy transition through integrated planning and collaboration with the energy industry. To realise our vision and to be at the heart of Ireland's energy future, we are committed to transforming our network to achieve net zero carbon emissions onboarding biomethane and green hydrogen.

We have a proud legacy, and our values guide how we work every day - drawing on our experience, doing what's right for each other and our communities, and staying energised for the change ahead.

When you join Gas Networks Ireland, you become part of an organisation that invests in its people. We are committed to supporting your growth and wellbeing in a workplace where everyone can contribute and thrive.

If your application is successful, your starting salary will be determined within the pay range based on your skills and experience. The market reference point (midpoint) of the range typically represents the higher end of the initial offer and reflects a level at which an individual is considered fully proficient in the role. This structure also allows scope for ongoing salary progression as the employee continues to gain experience and develop in the position.

To apply, email your application, including your CV, to recruit@gasnetworks.ie, quoting the job title and reference number in the subject line

The Role:

The Regulatory Affairs function within Gas Networks Ireland is responsible for the delivery of Market Operations, Market Development, EU Energy Market Directives, as well as the strategy to deal with ongoing Regulatory compliance. The Shipper Services team, within the Regulatory Operations Department, plays a vital role for GNI by managing key wholesale and retail market processes and providing solutions

to a very broad range of day-to-day operational issues raised by GNI's major customers, the gas supply and gas shipping companies. In managing these processes and responding to these issues the team interacts with multiple internal and external stakeholders which requires an understanding of key GNI wholesale and retail systems and processes. The team also carries out a number of important additional functions including managing the introduction of new gas shipping and supply companies into the gas market. Reporting to the Shipper Services Manager, this challenging role will provide an excellent opportunity to gain a good understanding of the operational aspects of the Irish gas market. The main purpose of the role is to manage the day-to-day operational relationship with a number of shippers. The successful applicant will also have responsibility for a number of critical business processes and provide support for the processing of financial security transactions.

Duties and Responsibilities:

- Work as part of a highly focused team to provide a wide range of gas transportation services to gas shippers in a very dynamic commercial and regulatory environment.
- Manage key wholesale and retail market processes involving shippers and suppliers e.g. capacity booking process
- Close liaison and co-ordination with internal teams and other GNI departments to facilitate resolution of issues raised by Shippers (metering, siteworks, billing, capacity booking, IT systems etc. issues)
- Ensure that all issues are recorded, tracked, and resolved using the Regulatory Operations CRM system
- Develop a sound working knowledge of key IT systems – CRM, Maximo, IUS, GTMS
- Build and manage relationships with shippers by effectively resolving day-to-day operational issues.
- Be a key contact point for a number of shippers/suppliers on all operational issues related to GNI systems and processes
- Execution of relevant departmental processes associated with the onboarding of large gas users and co-ordinating with other departments as required e.g. Siteworks, Commercial (New Connections), Finance, etc.
- Involvement in cross-departmental projects as required
- Assist in the provision of information for departmental reports and key performance indicators.
- Preparation of Department reports and presentations.
- Other duties as may be assigned from time to time.

Knowledge, Skills and Experience:

- Relevant third level qualification such as Business, Finance, Engineering or equivalent with at least 5 years' experience in a customer service role in a business-to-business environment.
- Highly motivated, well-organised, excellent time manager, with high IT proficiency and an ability to confidently manage a varied and busy workload.

- Proven ability to create and develop strong internal and external working relationships to facilitate the accomplishment of departmental goals.
- An ability to gain commitment from others in GNI to deliver a top class service to shippers.
- An enthusiastic problem solver with excellent analytical skills, with an ability to identify and analyse problems and potential improvements and propose and implement solutions.
- Proven track record of dealing with complex issues, proactively and in a timely fashion, along with the ability to communicate complex information to others.
- Committed to high standards for individual, team and organisational accomplishment and delivering desired results.
- The ability to work within tight timeframes in a project environment.
- Project management experience also an advantage.
- You are committed to providing excellent customer service and have a track record of delivering excellence through others.
- You will have a clear communication style and will be able to influence others effectively.

Equal Opportunities Employer

Gas Networks Ireland is an equal opportunities employer, committed to providing a diverse, inclusive, and supportive workplace. Through our ibelong framework, we work to ensure that everyone feels respected, valued, and able to contribute.

We welcome applications from all suitably experienced candidates, regardless of gender, age, racial or ethnic origin, membership of the Traveller community, religion or beliefs, family or civil status, sexual orientation or gender identity, or disability.

We also value diverse career journeys and warmly welcome candidates returning to the workforce or bringing non-linear experience, including transferable skills gained through life and professional pathways.

If you require any reasonable accommodations at any stage, please contact us at recruit@gasnetworks.ie and we will support you to ensure a positive and equitable candidate experience.

We offer hybrid working arrangements to help you balance work and life, and to support you in bringing your best to the organisation.

Gas Networks Ireland will only hold your data for as long as necessary. By providing a CV, you are agreeing for Gas Networks Ireland to process this information about you. If you have any queries about how Gas Networks Ireland processes your data, see our Privacy Notice or email dataprotection@gasnetworks.ie.

Applications submitted after the closing date will not be accepted.



Gas
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Ireland



50 Years
of Moving
Ireland's Energy