Role: Customer Contact Analyst
Area: Customer & Business Development
Sub-Area: Customer Care
Location: Cork/Dublin
Grade: E (€54,073 - €81,109)
Duration: Specific Purpose
Ref: GNI173
Closing date: 25th November 2026

Gas Networks Ireland operates and maintains Ireland's €3 billion, 14,781km 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 Customer Contact Team within Customer and Communications Function is responsible for ensuring that all customer contact processes (post-connection) are developed and delivered appropriately and efficiently. Reporting to the Customer Contact Manager, the Customer Contact Analyst is responsible for assisting the Customer Contact Manager in defining, improving and implementing processes to manage the contact centre CSRs to support customers and the business to deliver

on its objectives. A key function of the role is to establish structured and robust process for training updates and process improvements to deliver an optimum customer experience.

Duties and Responsibilities:

- Manage GNI stakeholder relationships and co-ordinate programmes requiring contact processes and/or administrative support.
- Report on progress of Contact Processes to the Customer Contact Manager.
- Ensuring that all work is progressed by the customer contact CSRs according to agreed timelines
- Develop a structured approach to outbound communications to provide consistency, effective communication with the customer and appropriate updating of systems.
- Manage contact calibration programme.
- Develop and implement customer service improvements in the Contact Centre. Includes organising workshops to drive initiatives and implementing other suggestions and solutions derived from Voice of the Customer, Customer Experience days etc.
- Analyse processes to ensure customer service targets are met.
- Liaising with process owners to improve customer facing processes and identify changes/updates to processes.
- Manage the development of training material and rollout accordingly.
- Development of all including alternative channels to cater for all customer types and preferences effectively.
- Monitor Social Media and respond to all customer queries following process as defined by Digital Team.
- Coordinating further migrations of administration and inbound/outbound call traffic from Networks back-office sections to the Contact Centre and ensure robust monitoring of these processes
- Providing inputs for monthly/quarterly contact handling reports both commentary and statistics
- Focus on the overall service provided by Contact Centre and ensure SLAs are maintained and improved.
- Develop and manage Contact Centre reports to ensure information is available to Contact Centre management.
- Raising risks and issues as appropriate to the Customer Contact Manager
- Providing ongoing status to the Customer Contact Manager
- Other duties may be assigned from time to time.

Knowledge, Skills and Experience:

- Third level qualification in Business, Finance, or Engineering with at least 3 years' experience in a customer service role in a business-to-business environment
- Extensive knowledge of GNIs current customer processes

- Ability to develop relationships to accomplish team goals coupled with dealing effectively with differences of opinion and conflict management
- Excellent verbal and written communication skills
- Experience with guiding and developing others towards their goals, providing appropriate feedback and coaching
- Proven ability to prioritise tasks, work with schedules, manage resources while remaining focused on team goals
- Driver of high standards for individual, team and organisational accomplishment and delivering desired results
- Ability to set high standards, by encouraging others to assume responsibility and accountability for tasks

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.

Applications submitted after the closing date will not be accepted.

Gas Networks Ireland

50 Years of Moving Ireland's Energy