



Fallon & Byrne is Dublin's premier food destination and home to our bustling Food Hall, Wine Cellar, Dining Room and Ballroom. Fallon & Byrne is renowned for its dedication to quality, exceptional customer experiences and building community through food. With over 160 employees, we are committed to fostering a supportive and vibrant workplace culture that reflects our values of excellence, empathy, innovation, integrity and authenticity.

The E-Commerce & Office Administrator is responsible for the smooth and efficient day-to-day operation of our online store, customer service desk and basic office/facilities management. You will work very closely with members of our Food Hall, Warehouse and Production Kitchen Teams.

Responsibilities:

- Answer incoming calls and general email enquiries in a friendly and helpful manner, dealing with queries as required.
- Ensuring that the reception area of the office is kept tidy, free of debris and that the seating area is available to receive guests.
- Delivering a superior experience to our customers and ensuring that they receive a level of warmth, attention and understanding not experienced with competitor brands.
- Ensuring that all customer queries are dealt within agreed SLAs set dependent upon the kind of task and mode of communication and that every touchpoint is dealt with.
- Communicate in a warm but professional manner with all customers, colleagues and stakeholders.
- Directing queries outside of the scope of the desk operation to the appropriate channel.
- Selling our catering offering to prospective customers.
- Manage online orders from customer confirmation through to fulfilment.
- Coordinate order fulfillment with pickers/packers and production units.
- Coordinate logistics with delivery drivers and courier companies and ensure on-time delivery to the customer. Ensure to use the most appropriate delivery method in-line with cost and customer service requirements.
- Assist in keeping the website product inventory accurate and up to date.
- Highlight any issues with website to the correct persons.



- Problem solving any customer service issues that arise and escalating them to the appropriate person where necessary.

The Person:

- Significant previous experience in a busy customer-facing role.
- Warm, vibrant, enthusiastic and welcoming, and passionate about creating memorable experiences for customer.
- A keen understanding of the Fallon & Byrne brand, what we offer and our customers' expectations.
- Ability to prioritise and work under pressure with strong attention to detail.
- Ability to communicate well with and work harmoniously with fellow staff and management team.
- Strong IT skills, particularly use of MS Office suite.
- Flexibility regarding working hours. Our office is open at weekends.
- Flexibility to work additional hours in November and December is an advantage but not a must.

Working with Fallon & Byrne

At Fallon & Byrne we are committed to surpassing our customers expectations. By joining our team, you will be part of a supportive and inspiring environment designed to help you achieve your best work. We offer abundant opportunities and the support needed to build an exceptional career across our diverse business specialisms.

What we offer:

In return for your dedication, you will receive an excellent benefits package, including;

- The ability to move and grow within the business as it grows
- Opportunities for professional development
- A fun working environment with a great team around you
- Wellness programme
- Generous discounts on purchases in The Dining Room, Wine Cellar and Food Hall



- Subsidised meals on shift
- Company events and social gatherings

Fallon & Byrne is an equal opportunities employer. We believe that the values of our people set us apart. We celebrate diversity, champion equality and promote inclusion in our approach to everything we do. We welcome applicants from all backgrounds, cultures, tastes and experiences. Your individuality is our strength.

Job Types: Full-time, Fixed term