



Customer Service Representative

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Reporting to: Customer Service Team Lead

Contract Type: Full-time, Permanent

ABOUT US

Established in 1979, Codex has grown to become Ireland's market leader in the provision of office supplies, furniture, and print services. Over 45+ years, we have built our business on the core values of Ambition, Customer First, Innovation, Integrity, and Belonging.

Today, we employ over 90 team members nationwide, achieved annual turnover exceeding €32 million in 2025, and continue to pursue ambitious growth plans.

ABOUT THE ROLE

Reporting to the Customer Service Team Lead, you will be responsible for managing customer queries through our call and email channels. Codex is moving towards a best-in-class customer service model, and you will play a vital part in achieving this. As a CSR you will be an advocate for the customer and will require excellent communication and problem-solving skills and the drive to go above and beyond our customers' expectations.

WHAT YOU WILL DO

- Manage a high volume of inbound and outbound calls & emails.
- Handle various types of customer queries, e.g., orders, quotes, and post sales queries.
- Work with internal departments and vendors to resolve customer queries.
- Achieve/exceed customer service department targets and KPI's. (email closure rate, contact evaluations, CSAT & CES etc)
- Follow company communications guidelines and procedures.

WHAT YOU WILL BRING

- 1-2 years customer service experience required.
- Strong communication skills, including active listening and the ability to communicate clearly.
- Ability to solve problems and alleviate conflicts or escalate via the appropriate escalation channels.
- Ability to manage time and prioritise.
- Able to work individually and within a team.

WHAT WE OFFER

- Salary DOE
- 23 Days Annual Leave + Public Holidays
- 3 Days of Annual Celebratory Leave
- Extensive Family Friendly Policies
- On Site Free Gym Access
- Flexible working options
- Company Pension Scheme with Life Assurance
- Educational Assistance Program
- Colleague Reward & Recognition Scheme
- Onsite canteen with coffee, light breakfast and snacks provided.
- Staff parking
- Certified Great Place to Work

To apply please submit your CV/Resume to recruitment@codexltd.com

Due to the high volume of applications received, we regret that we are unable to respond to all applications. Only those suitable for this position will be contacted.