

MY CAREER PATH PAUL



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Rialtas na hÉireann
Government of Ireland

Paul works as a Clerical Officer at Revenue Commissioners/ Customs Divisional Office.

"There really is something for everyone within the Civil Service and the career progression opportunities and support you receive is really second to none. I have made friends for life during the past 5 and a half years. I have experiences that will stay with me forever and if the opportunity to join ever presented itself for my own kids I would have no hesitation recommending a career in the public sector."



I had my first job when I was 13, which was a lounge boy in a pub beside Croke Park on matchdays.

I completed my Leaving Certificate in 2002, getting enough points to do a Business Studies Diploma in Athlone.



I spent several years working on building sites until the country went into recession and that work dried up. I then spent the next 6 or 7 years having several jobs which included a courier, factory work, bar work, and the odd venture back into construction.



In 2014, a friend of mine shared a job advertisement on Facebook looking for applications to become a clerical officer in the Civil Service. I never thought I'd work in the Civil Service. When I saw the advertisement, I was working night shifts in a factory driving a forklift.



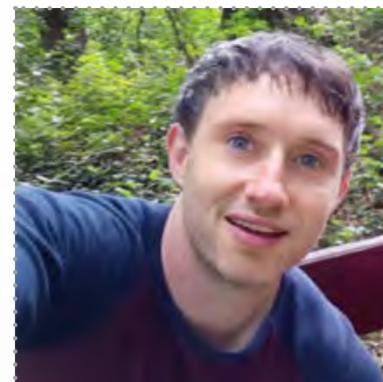
I was on a contract that could be terminated anytime. I was finishing work at 7am, getting home at 8am, spending an hour or two with my family, going to bed and by the time I got up my child was put down for the night which I knew wasn't a situation I could continue with as I was missing out on so much.



Since joining Revenue in 2015 I started as a Clerical Officer in the taxes side of Revenue, been on a PAYE helpline helping members of the public with their tax queries. I have spent 4 years of my time in Revenue working on the Customs side.



My current role involves preparing Customs for Brexit. Ensuring that all resources are in place for Customs. I am involved in the recruitment, training, and placement of staff in critical areas that will experience the greatest effects from the implications of Brexit.



While working in Customs, I have learned how to deal with confrontational situations. In the end it's just a matter of keeping a clear mind and professional demeanour and that approach I have found will diffuse most situations.



I have led many operations in Customs resulting in the seizure of significant quantities of drugs and cigarettes disrupting the activities of organised crime gangs. The fantastic thing about Revenue is the variety of roles that you can go for. From a dog handler to doing taxes and everything in between, there really is something for everyone.



I joined Revenue as a Clerical Officer which is the entrant grade into the Civil Service just before turning 30. Sometimes I do wish I joined straight from school but then I believe my experiences in all the jobs I had throughout my 20's and from my time in college have absolutely helped me in my current career and with what I have achieved.



Job Specification – Clerical Officer



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DEPARTMENT	Office of the Revenue Commissioner Learn more here
SALARY	Starting at €24,586 *subject to change
ROLE DESCRIPTION	<p>The nature of the work carried out by clerical staff may vary depending on the employing department/organisation. It will involve clerical/administrative tasks that may be assigned to the employee from time to time. The following reflects the typical duties required to undertake, if appointed:</p> <ul style="list-style-type: none">• General clerical work;• Supporting line-managers and colleagues;• Working as part of a team in delivering services;• Communicating and dealing with the public/customers;• Providing the highest quality standards in customer service;• Using Information Technology on a daily basis;• Maintaining high quality records in a thorough and organised manner;• Checking all work thoroughly to ensure it is completed to a high standard;• Carrying out routine accounts work;• Approaching work in a careful and methodical manner, displaying accuracy at all times;• Any other duties deemed appropriate
REQUIREMENTS	<ul style="list-style-type: none">• Have the requisite knowledge, skills and competencies to carry out the role;• Be capable and competent of fulfilling the role to a high standard;• Have a good general level of education;• Be at least 17 years of age on or before the closing date;• Fulfil Citizenship, Health & Character, Garda Vetting & Security Clearance and Reference Check requirements• Ensure that they meet the criteria regarding Public & Civil Service Redundancy/ Ill Health Retirement Schemes• Eligibility to compete is open to citizens of the European Economic Area (EEA).
APPLICATION PROCESS	<ol style="list-style-type: none">1. Register up for job alerts on publicjobs.ie to know when opportunities become available.2. Apply online at Publicjobs.ie before closing date3. Online Assessment Questionnaire4. Interview