



Accenture (1)



#JOB-2405362



Nova Atria, Blackthorn Road, Sandyford,

Dublin 18, D18 F5X2



No of positions : 1



Paid Position



40 hours per week



34000.00 Euro Annually



03/09/2025



01/10/2025

## How to apply

### Application Method :

Not available



Open your camera  
app & point here  
to view this ad  
online



## Quality Assurance Associate

### Application Details

In order to work in Ireland a non-EEA National, unless they are exempted, must hold a valid employment permit. Please review the [Eligibility and requirements for an employment permit](#) if you are unsure of your eligibility to apply for this vacancy.

### Job Description

Accenture have an excellent opportunity for a Quality Assurance Associate

Location: Nova Atria Blackthorn Road, Sandyford, Dublin 18, D18 F5X2

Contract: Full-time role 40 hours per week

Work Hours: Mon - Fri, 8 AM - 5 PM

Salary: 34,000 euro per annum + Health Insurance

### Key Duties and Responsibilities

Provide general support to quality assurance (QA) directors, conduct in-depth quality assurance reviews, assist on recovery teams and with root cause analysis.

Assess the quality of analysts on the project

Meet volume and quality targets for all quality assurance audits

Develop and maintain knowledge of clients and their business needs processes

Develop and maintain an understanding of the client

Service Level Agreements and departments key performance requirements

Develop and maintain product knowledge, industry knowledge, and business and professional skills by participating in on-the-job and classroom pieces of training

Take accountability for effectively handling escalations Identify root causes for business-related issues and recommend solutions to improve overall client satisfaction

Assist with monitoring and tracking incidents to ensure timely resolution

Deliver individual and group feedback, provide coaching sessions, motivating and encouraging analysts to improve performance

### Required Qualifications

Proven commitment to quality in work

Strong attention to detail

Ability to explain information and concepts clearly and succinctly for others to easily understand

Ability to read and interpret policy process maps accurately

Proactive nature, with a strong work ethic and eagerness to take initiative and go the extra mile

Resourcefulness, critical creative thinking, and problem-solving skills

Flexibility and adaptability e.g. learning new processes, and policy changes

Demonstrated ability to work as part of a team, adding a positive attitude and business focus

Ability to effectively manage time and work in a fast-paced, deadline-driven environment

Fluency in social media e.g. Facebook, Instagram, LinkedIn, etc.

Proficiency with Microsoft Office, particularly Excel e.g. pivot tables, v lookups, macros

Strong verbal and written communication skills in English Previous experience evaluating quality required

#### Preferred Qualifications

Bachelors Degree preferred

Excellent Communication skills both verbal and written

Ability to proactively submit suggestions and act based on data analyzation

Please follow the instructions to apply online here via Jobs Ireland.

#### About Accenture

Accenture is a global professional services company with leading capabilities in digital, cloud and security. We embrace the power of change to create value and shared success for our clients, people, shareholders, partners and communities. Visit us at [www.accenture.com](http://www.accenture.com).

- **Sector:** professional, scientific and technical activities

#### Career Level

- Experienced [Non-Managerial]