



Accenture (1)



#JOB-2408759



Nova Atria Blackthorn Road, Sandyford,

Dublin 18, D18 F5X2



No of positions : 1



Paid Position



40 hours per week



34881.60 Euro Annually



02/09/2025



30/09/2025

How to apply

Application Method :

Not available



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online



Customer Service New 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

Responsibilities of a Customer Service New Associate at Accenture Ireland:

Develop deep knowledge within a complex product group

Investigate and prioritize advertising issues, escalating to a specialist when appropriate.

Own tasks end-to-end until they are assigned to specialist

Discern product confusion from bugs, identify solutions, and advise the sales team advertisers to accomplish the advertisers desired outcome

Effectively and concisely communicate resolution, technical resolution, workarounds, or product confusion to the sales team

Partner with product support group specialists to identify solutions to advertising bugs and product confusion

Facilitate a high-end customer experience related to support for advertising bugs

Basic Qualifications:

High School Diploma or GED

Minimum of 1 year experience with product technical support

Fluent in English

Active account on Facebook and a minimum of one other social network

Required Qualifications:

Minimum of +1 years experience in delivery operations

Bachelor's Degree

Online advertising experience

Experience using Facebook products

Customer service experience

Skills:

Excellent oral and written communication skills

Ability to rapidly assess, analyze and resolve / troubleshoot issues and distill into clear and concise communications

Aptitude to support complex products

Ability to overcome a product learning curve

Ability to think critically & problem-solve

Ability to work in teams

Education, work experience & skills:

English language skills for all agents should be B2 level (according to Common European Framework of Reference for Languages).

Agents can understand the main ideas of complex text on both concrete and abstract topics, including technical discussions in their field of specialization

Agents can interact with a degree of fluency and spontaneity that makes regular interaction with native speakers quite possible without strain for either Party.

Agents can produce clear, detailed text on a wide range of subjects and explain a viewpoint on a topical issue given the advantages and disadvantages on various options.

Call Centre Experience: 2-3 years of customer support experience via phone, email, and chat

Experience working with direct consumers, in B2C environment; B2B is a distinct advantage.

Experience in a Tier2 environment is acceptable as well

Strong communication skills with a proactive and positive approach to tasks

High attention to details and follow through

Effective team player who is able to work independently

Proven ability to deal with problems and solve them effectively

Professional customer service skills: solutions mindset, helping nature, passion for the customer experience

Online advertising experience preferred

This role is with Accenture Ireland, based in Dublin. It is 40 hour work week with a gross salary of €34,881.60 annually. Health insurance benefit included. Apply with your CV here via Jobs Ireland.

- **Sector:** information and communication

Career Level

- Experienced [Non-Managerial]