



Company Details Confidential



#JOB-2414787



Nova Atria Blackthorn Road, Sandyford,  
Dublin 18,



No of positions : 1



Paid Position



40 hours per week



35460.29 Euro Annually



02/10/2025



30/10/2025

## 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

Accenture - Customer Service New Associate

Accenture is seeking a Customer Service New Associate to join our team onsite with a global technology client in Dublin. In this role, you'll be a point of contact for customer queries delivering high-quality support and ensuring a seamless experience. This is a great opportunity to build your career in a fast-paced, innovative environment while working alongside industry leaders. Ideal candidates are customer-focused, adaptable, and eager to grow within a supportive team.

The Associate is responsible for the following:

- Developing deep knowledge within a complex product group

- Investigate and prioritize advertising issues, escalating to a specialist when appropriate for further troubleshooting or de-bugging.

- 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 of experience with product technical support

- Fluent in English

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

- Active user of social media services

Preferred Qualifications:

Minimum of +1 years experience in delivery operations

Bachelor's Degree

Online advertising experience

Experience using Facebook products

Customer service experience

Professional Skills:

Excellent oral and written communication skills required

Ability to rapidly assess, analyze and resolve or 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 and problem solve

Ability to work in teams

Additional Requirement:

All Agents shall meet or have the following education, work experience and skills as per recommended requirements below:

English language skills for all agents irrespective of Language (listening, understanding, writing, speaking) 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

- **Sector:** information and communication

**Career Level**

- Experienced [Non-Managerial]