



Cpl Solutions Ltd



#JOB-2423724



Nova atria North, Blackthorn Road, Dublin 18,
D18 F5X2



No of positions : 1



Paid Position



40 hours per week



34000.00-38000.00 Euro Annually



05/12/2025



02/01/2026

How to apply

Application Method :

Not available



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Community Operations Analyst - (Luganda Speaker)

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

Company: Covalen

With 2.26 billion active users each month, it is essential that an expert team of content reviewers are in place to skilfully manage mass amounts of uploaded material daily.

Main Duties:

- Assist client's community and help resolve inquiries;
- Investigate and resolve issues reported on client's platform;
- Spot and scope scalable solutions to improve support of community of users;
- Enforce client's Terms of Use by monitoring reports of abuse;
- Identify inefficiencies in workflows and suggest solutions;
- Escalate issues outside company policy to global team.

Essential Competencies:

- Strong personal resilience with the ability to operate in a pressured and fast paced environment.
- High adaptability and positive approach to challenges.
- Ability to make decisions and to solve problems, effective Time management and Prioritisation skills, working as part of a team and consistently achieving KPIs.

Candidate Experience:

- Fluent in Market Language (Luganda) and English, alongside cultural understanding of the market desirable.
- Flexible in working in a fast paced environment with different projects to work on.
- Degree/1+ years professional experience preferred.

Salary: €34,000 per annum (inclusive of shift allowance)

Location: Nova Atria, Blackthorn Road, Sandyford Business Park, Dublin 18

Hours: 40 hours per week Monday to Sunday (including Bank Holidays). Some weekend work is also required.

Shifts: Evening shift - 6.00 pm – 2:30 am

Contract Type: Permanent

Benefits: Health Care & Extensive Training & Development. Free access to Covalen Group Scheme website, 24-hour Employee Assistance Programme (EAP), Wellness Programme, Tax Saver Scheme, Bike to Work Scheme.

- **Sector:** administrative and support service activities

Career Level

- Experienced [Non-Managerial]