



Cpl Solutions Ltd

#JOB-2430882

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

No of positions : 1

Paid Position

37.5 hours per week

34000.00-38000.00 Euro Annually

28/01/2026

25/02/2026

## How to apply

### Application Method :

Not available



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to view this ad  
online



## Community Operations Analyst - (Spanish 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 Prioritization skills, working as part of a team and consistently achieving KPIs.

#### Candidate Experience:

Fluent in Market Language (Spanish) and English, alongside cultural understanding of the market.

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: 37.5 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]