



TELEPERFORMANCE IRELAND LIMITED



#JOB-2435722



TPIE Eastpoint Bus Pk Block J , Eastpoint Bus  
Pk Alf, Dublin, Co. Dublin, D03 HR52



No of positions : 1



Paid Position



35 hours per week



29120.00 Euro Annually



25/02/2026



25/03/2026

## How to apply

### Application Method :

Not available



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



## Customer Service Specialist

### 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

Who we are looking for...

A professional, polite and courteous telephone manner

Ability to deliver excellent service with outgoing nature

Excellent verbal and written communication skills, with fluency in English essential

A good listener who can convey empathy, patience and understanding

Confident and proactive to deal with difficult situations and conversations

Confident in having customer conversations, with 2-3 years of customer support experience via phone, email and webchat essential

High levels of accuracy and attention to detail

Confident in working independently

Self-motivated and able to affectively problem solve

Interpersonal skills

Be driven to work towards achievable targets

Experience in working with vulnerable customers

Previous call centre/ customer service experience is essential

Values we look for you to have:

Process Excellence - doing things well means something to you and you will always strive to improve on your work

Collaboration - you enjoy working with others and you like working as a team player

Communication - You can speak and write clearly and in a confident manner

Emotional Intelligence - You possess the ability to be emotionally intelligent meaning you are able to empathise, be kind and be good with others.

Open-mindedness - you possess the ability to be emotionally intelligent meaning you are able to empathise, be kind and be good with others.

Critical thinking - you are able to think logically when making decisions

Solution Orientation - having a forward thinking mindset focused on resolving challenges

Entrepreneurship - taking ownership, not being afraid to take on new tasks, develop and have a self-driven mindset.

What will my role involve...?

Answer inbound calls with enthusiasm and a desire to help out customers at the first point of contact

Supporting and providing a positive experience for all our customers by helping them with all aspects of their queries

Helping customers that may be vulnerable

Problem solving - taking ownership of each and every query and ensuring these are resolved, making a real positive difference for our customers

Ensure all customer complaints are recorded in line with policy and where possible resolved at first touch, delivering an efficient outcome for the customer

Ability to react fast when the day gets busy and handle a wide variety of different customers – excellent time management and ability to multitask

Confident in following processes and being able to clearly explain these to our customers

- **Sector:** information and communication

### **Career Level**

- Not Required

### **Candidate Requirements**

(Essential)

- **Minimum Experienced Required (Years):** 1
- **Minimum Qualification:** No Qualification **OR** Must have previous Customer Service experience

(Desirable)

- **Ability Skills:** Computer Literacy, Customer Service
- **Competency Skills:** Collaboration, Working on own Initiative
- **Specialising In:** content moderator experience
- **Languages:** Irish C1-Advanced