



FOCAL FACT LIMITED



#JOB-2447604



Office 004, Tallaght Rtl Ctr, High Street, Dublin
24, D24 YK8N



No of positions : 1



Paid Position



40 hours per week



40000.00 Euro Annually



08/05/2026



05/06/2026

How to apply

Application Method :

Not available



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Customer Success Associate - Senior Position

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

Location: Office 004, Block 5, Tallaght, Dublin 24, Ireland (Hybrid)

Minimum Annual Remuneration: €40,000 (fixed)

Hours of Work: 40 hours per week (Monday–Friday)

Description of Employment

This role supports the delivery of the company's expert network services by executing client projects and ensuring timely and compliant sourcing of experts. The position contributes directly to operational delivery and client satisfaction.

Key Duties and Responsibilities

- Execute client projects by identifying, sourcing, and qualifying relevant subject-matter experts
- Communicate with clients to clarify project scope and requirements
- Conduct outreach to experts using approved communication channels
- Screen experts to ensure suitability and compliance with company policies
- Coordinate scheduling of expert consultations
- Maintain project timelines and ensure deadlines are met
- Record and update project data within internal systems
- Support Customer Success Managers in delivering client engagements
- Ensure all activities adhere to compliance, confidentiality, and data protection requirements
- Assist in onboarding and supporting junior team members

Skills, Qualifications, and Experience

- Bachelor's degree or equivalent qualification
- Minimum 2 years' experience in a client service, research, or operational role
- Strong communication and organisational skills
- Ability to manage multiple tasks and deadlines
- Attention to detail and adherence to compliance processes
- Familiarity with online research tools and CRM systems

- This vacancy is suitable for Remote/Blended working

- **Sector:** professional, scientific and technical activities

Career Level

- Experienced [Non-Managerial]