



FOCAL FACT LIMITED



#JOB-2447608



Office 004, Block 5, Tallaght Rtl Ctr, High Street, Dublin 24, D24 YK8N



No of positions : 1



Paid Position



40 hours per week



37545.00 Euro Annually



08/05/2026



05/06/2026

## How to apply

### Application Method :

Not available



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



## Customer Success 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

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

Minimum Annual Remuneration: €37,545 (fixed)

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

### Description of Employment

This entry-level role supports the company's core service offering by assisting in the identification and recruitment of experts for client projects and providing operational support to project delivery teams.

### Key Duties and Responsibilities

- Conduct research to identify potential experts relevant to client requirements
- Perform outreach to potential experts using company-approved methods
- Maintain and update internal databases with accurate expert information
- Assist in coordinating expert consultations and scheduling
- Support senior team members in executing client projects
- Track outreach activity and update internal systems accordingly
- Ensure compliance with company policies, including confidentiality and data protection
- Provide administrative support related to project delivery

### Skills, Qualifications, and Experience

- Bachelor's degree or equivalent qualification
- Previous experience in a research, administrative, or customer-facing role is desirable
- Strong communication and organisational skills
- Ability to work to deadlines in a structured environment
- Attention to detail and willingness to follow defined processes

- Basic proficiency in standard office software and online research tools
- This vacancy is suitable for Remote/Blended working
- **Sector:** professional, scientific and technical activities

**Career Level**

- Entry Level