



Company Details Confidential



#JOB-2472730



CRIF IRELAND LIMITED, Adelphi , George's
St Upr, Dun Laoghaire, Co. Dublin, A96 T927



No of positions : 1



Paid Position



40 hours per week



40000.00-48000.00 Euro Annually



30/09/2026



28/10/2026

How to apply

Application Method :

Please apply to the vacancy by the following means:

Email : talent.uk.ir@crif.com



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



Customer Operations Specialist Senior

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

Your Role:

This person will join the Customer Operations Support team. This role is suited to someone with experience in customer support / customer operations with experience of processing volumes of tasks, who is interested in joining a fast paced global fintech company.

The role will include but is not limited to:

- Manage, coordinate and support the processing of customer requests as per agreed deadlines.
- Monitor request volumes to ensure queries are dealt with in a reasonable timeframe, identifying capacity issues in advance, and where necessary, escalate to management.
- Provide phone support to a dedicated customer support line, and on occasion directly to customers.
- Interact and coordinate activities with internal and external stakeholders, including offshore CRIF operations and global technical support teams to ensure that the service provided to customers is in accordance with the defined SLA.
- Analyse customer requests and interact with various stakeholders to troubleshoot and resolve complex problems as they happen, apply learnings and share with colleagues to prevent reoccurrence.
- Operate in a cross functional capacity, provide support to the lender support team when required.

Skills/Experience:

- Applicants for this position will ideally have a background in Business/Finance or other related discipline, and have:
- Minimum of 3 years' experience in customer support environment (financial background / experience in process management preferable)
- Detail-oriented with a strong focus on quality assurance, and analytical problem solving abilities
- Good decision-making skills and excellent communication skills, both written and verbal

- High level of flexibility, commitment and enthusiasm
- Ability to work well within teams/team-player, and also comfortable working autonomously
- Continuous improvement mindset, willingness to challenge in a constructive manner
- Ability to analyse and interpret data
- Be proficient in Microsoft office's suite of products, in particular Word and Excel
- Flexibility to adapt as the role may require
- Willingness to learn essential

- **Sector:** other service activities

Career Level

- Not Required