



MCL INSURANCE SERVICES (IRELAND)

LIMITED



#JOB-2474962



Albany House, Main Street, Swords, Co.

Dublin, K67 R898



No of positions : 1



Paid Position



37.5 hours per week



27698.63 Euro Annually



13/10/2026



23/10/2026

How to apply

Application Method :

Please apply to the vacancy by the following means:

URL :

<https://mclinsuretech.getgogtjobs.co.uk/registerJob/691ff196eb-9287-4efc-e78122ec0085>



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



Customer Experience 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

We are now recruiting Customer Experience Associates to join our team. You will make outbound renewal calls relating to existing customers who want to speak to someone about renewing their motor and/or home insurance. You will also help customers manage other elements of their policies, including midterm adjustments and payments. You will provide a fast and efficient service within the Contact Centre to all our customers via telephone and online web chat. You will ensure that excellent customer service is always provided whilst communicating courteously and accurately.

Completed application forms should be submitted no later than 5pm on Friday 23rd October 2026.

(Previous unsuccessful applicants within the last 6 months need not apply)

If you require an alternative method of application, please email recruitment@mclinsuretech.co.uk.

Please note that you must demonstrate on the application how you meet the criteria for the role as identified above. MCL Insurance Services (Ireland) Ltd reserve the right to enhance the above criteria in the event of an unprecedented response.

MCL Insurance Services (Ireland) Ltd is an Equal Opportunities Employer

Essential Criteria

Leaving certificate or equivalent in English and Math's

Excellent Customer service skills with a minimum of 1 year's customer service experience

Excellent communication skills both written and verbal

Highly motivated

Desirable Criteria

Customer service or sales experience, preferably on the telephone.

Previous experience gained within the insurance industry.

Experience in engaging with customers on different communication channels, including online chat and on the telephone.

Interested in pursuing an APA insurance qualification.

Benefits

37.5 hour per week (Monday – Friday 9am to 5pm).

Hybrid model – after successfully completing training it is one week in the office and one week at home. You must have own facilities to work from home, strong internet connection and a private room to work. You must live within travelling distance of the office.

30 days annual leave inclusive of 4 bank holidays (New Year's Day, Easter Monday, Christmas Day & St Stephen's day all of which are closure days.

The successful candidate will be required to complete a four-week comprehensive training program, providing you with the skills and product knowledge that you need to be successful in this role.

Employees receive discount on their insurance policies purchased through the Company.

Starting salary €27,698.63 per annum

- **Sector:** financial and insurance activities

Career Level

- Entry Level