

Customer Service Agent

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Customer Service Agent, Collections Team

Date:	February 2026
Location:	Bloom House, Gloucester Square, Dublin 1
The Role:	Customer Service Agent
Seniority Level:	Entry Level
Job Function Keywords:	Building and maintaining customer relationships
Employment Type:	Full Time, Permanent & Pensionable
Company Industry:	Financial Services
Company Description:	First Citizen Finance ("First Citizen") is a leading provider of Retail Financial Services in Ireland, based in Dublin with nationwide coverage. First Citizen specialises in full life cycle loan origination and servicing to some of Ireland's and Europe's largest financial institutions.
Job Description:	As a Customer Service Agent within our Collections Team, the ideal candidate will be required to build and maintain customer relationships.
Responsibilities:	These include – <ul style="list-style-type: none">• Handling inbound and outbound calls to customers• Negotiating repayment of arrears on Loan Agreements• Assessing customer's current financial circumstances• Handling general Customer Service queries – by phone and electronically
Job Skills & Requirements:	The ideal candidate will possess the following skills and knowledge – <ul style="list-style-type: none">• Previous customer service experience desirable but not essential• Strong communication and interpersonal skills• Good phone manner• Proficient in the use of MS Word and Excel• Ability to work independently as well as part of a team
Training & Development:	This will include - <ul style="list-style-type: none">• Comprehensive training will be provided• Membership of Institute of Banking is required and will be provided by the company

A competitive remuneration & benefits package will be offered to the successful candidate. Please address any applications of interest for this role to the hiring manager – Ciara Moran, Customer Service Manager, First Citizen Finance, Gloucester Square, Dublin 1.

Email: ciara.moran@firstcitizen.ie

Any applicant applying for this position must familiarise themselves with our data protection policies prior to submitting any personal data to us. Full information on our data protection policies and how we use your data can be found in our privacy policy located at www.firstcitizen.ie/privacy-policy.php