



GRIFFITH COLLEGE

Job Title: International Student Services Officer	Reports to: International Office Manager
Location: Griffith College Dublin Main Campus South Circular Road Dublin 8	Job Type: Permanent, subject to a month probationary period. Hours: 9.00 am to 5.30 pm, Monday to Friday Additional hours as may be required.

Job Summary:

The International Student Services Officer will be the first point of contact for existing, incoming and prospective students.

Job Responsibilities:

- Acting as first point of contact for existing, incoming and prospective students.
- Assisting new and existing students with any queries they may have, in-person, by phone and by email
- Supporting existing students in relation to any non-academic issues they may wish to discuss, and logging all enquiries centrally, particularly in relation to immigration issues
- Arranging private meetings for students with relevant staff members, if they need to discuss personal matters
- Working with the Immigration/Visa Officer to support the monitoring of students' attendance and engagement
- Preparing support letters for new and existing students on a daily basis
- Supporting various colleagues in the preparation of information to go to the Irish Naturalisation and Immigration Service (INIS), including the collation of attendance information and assistance with the issuance of Medical Insurance Certificates.
- Handling initial sales enquiries from prospective students by phone, by email and in person
- Supporting the International Marketing Officers and Admissions staff in the processing of applications to the College
- Assisting with and contributing to International Information Meetings and Inductions.
- Contributing to the updating of Student Services information e.g. handbooks and information flyers, website content.
- Any other duties that fall within the employee's capabilities.

Minimum Education/ Experience Requirements:

- Excellent written and verbal communication skills
- Customer service experience preferable
- Strong organisational skills



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- Proficient in Microsoft Office
- Ability to work in a team environment
- Third-level qualification would be an advantage
- Proficiency in a second language would be an advantage
- Must be legally entitled to work full-time in Ireland for any employer

About Griffith College

Established in 1974, Griffith College is Ireland's largest independent 3rd level institution with locations in Dublin, Cork and Limerick. The main campus is situated on seven acres within a mile of St. Stephen's Green on Dublin's South Circular Road. Griffith College enjoys a national and a growing international reputation for student success. The College has gained an enviable, award winning reputation for providing students with first class lectures and excellent study material. Griffith College offers internationally recognised postgraduate and undergraduate degree programmes, complimented by a wide range of professional, short term and corporate training educational solutions - in Griffith College, there is something for everyone. Today there are over 7,000 students studying in the College, which is a designated educational institute of Quality and Qualifications Ireland (QQI). Click the link for more information. <http://www.griffith.ie/>

Why work for Griffith College?

- Stunning historical premises on seven acres of land
- Dynamic multicultural working environment
- Competitive salary.
- Training and Development opportunities
- Free parking facilities

This job description is not to be regarded as exclusive or exhaustive. It is intended as an outline of proposed areas of activity and will be amended in the light of the changing environment within the Faculty and the College.

Griffith College is an equal opportunities employer. Candidates must be eligible to work full-time for any employer in Ireland. We thank everyone for their applications, however, only candidates selected for interview will be contacted.