



<b>Job Title:</b> Full-time Front Office Administrator Griffith Halls of Residence	<b>Reports to:</b> Griffith Halls of Residence Manager
<b>Location:</b> Dublin South	<b>Job Type:</b> Permanent Contract (subject to probationary period)

**Job Summary:**

Griffith Halls of Residence (GHR) is a large student accommodation provider on Griffith College campus that accommodates 662 residents. The residence is available to learners during the academic year and to visitors, learners and the public during the summer months of June, July and August.

**Job Responsibilities:**

**Customer Service**

- Ensure a high level of customer service and professionalism at all times.
- Identify and escalate any issues that may impact on customer satisfaction to the Sales Administrator and Manager.
- Assist Residents, general public and staff with queries.
- Deal with telephone or email queries and direct clients appropriately.
- The successful candidate may be required to work on Griffith College main reception as needed or at non-peak times.
- Maintain good communication between departments to ensure Resident queries are accurately recorded and attended to in a timely manner
- Address and log Resident issues and direct to the relevant manager when appropriate.
- Maintain and promote community values and assist in ad hoc support and resolution

**Administration**

- Front office administration duties in the Griffith Halls of Residence.
- Administration of the room booking system, ensuring data is accurately logged and assisting in the processing of residential applications.
- Undertake room checks and dilapidation reporting during the year where necessary including recording and administering the associated paperwork
- Maintaining vital Summer/AY processes including key issue/return, maintenance logging, daily task lists, query/ issues resolution
- Maintain and report incidental charges for Residents throughout their stay e.g. keys, bed linen, cutlery/crockery, etc

**Main reception**

Main reception duties as required

**Health and Safety**

- Be aware of the current health and safety regulations pertaining to GHR.
- Ensure all safety aspects are compiled with in relation to fire safety.



- General Health and Safety related duties.
- Participate in First Aid Support Training and any other training opportunities management deem appropriate to the role.

### **General**

- Flexibility is required in regards to work pattern. The GHR team will be required to work weekends between mid-June and mid-September. This will be based on a rota and shared between employees.
- Cooperating with Security on a daily basis and following up on community value procedures.
- To embrace and support any changes in technology and to assist in the implementation and operation of these changes.
- To perform such other duties appropriate to the job as may be assigned from time to time by the Manager or a nominee.
- Any other duties that fall within the employee's capabilities.

### **Minimum Education/ Experience Requirements:**

- Excellent customer service skills.
- Excellent interpersonal and communication skills
- Strong attention to detail
- The ability to work on his/her own initiative and as part of a team
- Confidentiality and discretion to a high degree are expected
- Must be legally entitled to work full time in Ireland for any employer.

### **About Griffith Halls of Residence**

The Griffith Halls of Residence [www.ghr.ie](http://www.ghr.ie) comprises of student apartments located on the Griffith College landscaped grounds overlooking the canal and the Dublin mountains. Our apartments have been sensitively designed to complement and reflect the historical significance of the seven acre campus as a whole, while offering comfortable, modern living with 24-hour security for Residents. Griffith Halls of Residence are built in two blocks which consist of 166 apartments and provides accommodation for 662 residents during the academic year and over the summer months. The facility is open to students and tourists studying in any of Dublin's third level institutions.

### **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 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 the Quality and Qualifications Ireland (QQI). Click the link for more information. <http://www.griffith.ie/>

### **Why work for Griffith College?**

- Stunning historical premises on 7 acres of land.



- 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.*