



<b>Job Title:</b> Project and Customer Executive	<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.

GHR provide accommodation for 20 weeks or 40 weeks during the Academic Year (beginning of September to mid-June). Over the summer period, GHR provide accommodation for 12 weeks for interns/students/summer seasonal workers staying in Dublin during the summer months. During the months of June, July and August the front desk is open seven days a week, typically 9.00am to 7.00pm and there will have a five-day roster covering 37.5 hours per week.

**Job Responsibilities:**

**Project Management**

- Implementation and execution of projects which Griffith Halls of Residence will realise over the next 12 months. The below projects whilst not a complete listing have been identified as the immediate priorities of the successful candidate.
  - I. Software upgrades to our door / key system with an architectural redesign of this system focusing on enhanced customer service.
  - II. The successful delivery of a new property management system into the business with the integration of same to various component parts of the operation.
  - III. Embedding HubSpot within the organisation for the efficient marketing and sales strategies
  - IV. Redesign of Customer facing documentation (lease, community values and check in forms)
  - V. Champion our commitment to a paperless office environment by 2025.
  - VI. Maze Maps revisions based on CAPEX apartment reconfiguration.
- Networking strongly during all stages of project realisation with the manager and other stakeholders within Griffith College.
- Coordination of internal resources coupled with third parties for the flawless execution of projects ensuring they are delivered on time, within scope and within budget.

**Customer Service**

- Ensure a high level of customer service and professionalism at all times.
- Be the chief custodian of the customer journey assisting Residents, general public and staff with all queries.
- Champion communication excellence, between departments both within Griffith Halls of Residence and Griffith College.
- Maintain and promote the community values of Griffith Halls of Residents.
- Manage Griffith Halls of Residence customer service KPI's.
- As the main customer interface regularly meet with Residents acting in a supportive and listening capacity.



- Be the voice of the customer at the weekly Griffith Halls of Residents meetings networking with our marketing executive on customer service initiatives for inclusion in our bi-weekly engagement newsletter.
- Reporting monthly on community value matters to our stakeholders, management board and directorship.

#### **General**

- Be aware of the current health and safety regulations pertaining to GHR
- Ensure all safety aspects are compiled with in relation to fire safety
- Liaising with Security on a daily basis, reporting and following up with all community value matters.
- To embrace and support any changes in technology and to assist in the implementation and operation of these changes.
- Any other duties that fall within the employee's capabilities.

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

- Excellent interpersonal and communication skills
- Good planning and organisation skills holding project management / customer service accreditation.
- Strong attention to detail
- The ability to work on own initiative and as part of a team
- Good IT skills / Project Management understanding
- Confidentiality and discretion to a high degree are expected
- Good knowledge of MS Office and Adobe
- 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/>

#### **Our Vision**

'Empowering learners to achieve their career and life potential'

#### **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.*