

Job Title: Course & Sales Administrator	Reports to: Head of Short Courses
Location: Dublin South Circular Road	Job Type: Permanent Full Time (subject to 6 month probationary period and ongoing performance review)

Job Summary:

Griffith College, Ireland's largest private third level college, seeks to recruit a motivated and organised Sales and Course Administrator for their Short Courses team.

This role is an excellent opportunity for an experienced and ambitious Sales and Administration Assistant who will provide efficient, comprehensive customer service, and administrative support, acting as the first point of contact for both internal and external customer contacts. Reporting to the Short Courses manager the successful candidate will have responsibility for achieving student numbers, will have excellent organizational skills and a high level of attention to detail. They will enjoy working with different systems and understand how to maximise efficiency in everyday tasks. They will have a genuine passion for creating great customer service experiences at all points through the customer journey

Job Responsibilities:

The Sales and Course Administrator will have responsibilities including, but not limited to-

- Processing course enquiries and applications by phone, email and face to face customers
- Application and student administration from enquiry to course completion and graduation stage
- Achievement and surpassing, where possible, of faculty specific recruitment targets
- Utilisation of College CRM for full sales cycle
- Attendance at open days, exhibitions, and new course inductions
- Act as a point of contact and support to students and lecturers
- General department administration and office duties.
- Generate course schedules
- Room bookings for courses and exams
- Liaise with external bodies (e.g. ICM, City & Guilds) in respect of student registration, examinations (organisation and planning), reporting exam results, parchments, presentation ceremony etc.
- Monitor competitor pricing and courses.
- Work as a team member in the development of the college prospectus and other department material.
- Process student cards and parking permits.
- Assist in the generation of new courses development
- Work as a team member in market research; and end of course feedback from students.
- Assist with accounts functions within the department such as invoicing, instalment plans and collection of student fees.
- Any other duties that fall within the employee's capabilities.

Minimum Education/ Experience Requirements:

- Strong written and verbal communication skills with high level of attention to detail
- Strong communication and interpersonal skills
- Minimum 1 – 2 years' experience in an administration or sales role
- Good working knowledge of Microsoft office
- Diploma or Bachelor's degree in Business or Sales and Marketing is desirable
- Previous experience working to achieve/exceed targets is desirable
- Strong attention to detail required
- Proven ability to work independently on multiple tasks with minimum supervision.
- Ability to deal with information in a confidential manner and in line with GDPR.
- High level of customer service
- Must be a strong team player
- Occasional reception cover as needed by the business. Training will be provided in advance.
- 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 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.

Our Vision

'Empowering learners to achieve their career and life potential'

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.