



GRIFFITH HALLS OF RESIDENCE

Campus Accommodation in the Heart of the City

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| Job Title: Front Desk & Resident Care Administrator Griffith Halls of Residence | Reports to: Griffith Halls of Residence General Manager |
| Location: Dublin South City | Job Type: Permanent Contract (subject to probationary period) |

Job Summary:

Griffith Halls of Residence (GHR) is a large on-campus student accommodation provider accommodating 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

- Assisting residents with general queries
- Administration of the room booking system
- Key database administration/issuing and collecting keys



- Undertaking room checks, including recording and administering the associated paperwork
- Collecting post/packages delivery and organising collection with residents
- Attending team meetings and contributing operational suggestions
- Maintaining a daily task list
- Maintain and report incidental charges for Residents throughout their stay
- Liaising with other elements of business, notably Security
- Scrutinise and action security reports where necessary
- Provide evacuation list to Security daily

Health and Safety

- Be aware of the current health and safety regulations pertaining to GHR
- Be conscious of current Covid-19 related regulations and how they might pertain to residents
- Ensure all safety aspects are complied with in relation to fire safety
- Participate in First Aid Support Training and any other training opportunities management deem appropriate to the role

Minimum Education/ Experience Requirements:

- Excellent customer service skills
- Excellent interpersonal and communication skills, with a positive can-do attitude and a friendly, outgoing demeanour
- Strong attention to detail
- Ability to think critically and act both as an individual and as part of a team
- Confidentiality and discretion to a high degree is expected
- Flexibility in regards to work pattern, occasional weekend work may be required
- Ability to embrace new technology and changes to operations and ability to adapt easily
- Experience with the Salto key door system and/or Mercury property management system would be an advantage but is not essential
- Must be legally entitled to work full time in Ireland for any employer

About Griffith Halls of Residence

[Griffith Halls of Residence](#) comprises of student apartments located on the Griffith College landscaped grounds overlooking the Grand Canal. 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 170 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.

Why work for Griffith College?

- Competitive salary package.
- Funding support for continued professional and academic development.
- Bike to work scheme.
- Tax saver travel scheme.
- Paid annual leave and public holidays.
- Opportunity for continued training development and support.
- Free parking facilities.
- Onsite subsidised restaurant.
- Stunning historical premises.
- Vibrant multidisciplinary and multicultural learning environment.
- Innovative and agile place to work.
- Welcoming environment committed to learner and staff development.

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 will be contacted.