

Job Title: International Student Services Officer (Front Desk)	Reports to: International Office Manager
Location: Dublin South	Job Type: Full time Permanent

Job Responsibilities:

Front Desk Duties

- Acting as first point of contact for existing, incoming and prospective students, subject to Government of Ireland/HSE guidance in the context of any COVID-19 restrictions.
- Managing all incoming telephone calls and servicing the enquiries accordingly, or forwarding them to the relevant person as appropriate.
- Assisting existing students with general queries
- Assisting new incoming students with all the initial information they require in relation to letters, immigration extensions, fees, registration, student cards etc.
- Fielding in-person enquiries from new incoming students and referring them to the relevant International Marketing Officers as necessary.

Student Support Letters

- Preparing support letters for new and existing students on a daily basis including Bank Letters, PPS Letters and General Verification Letters
- Ensuring that all letters are prepared in a timely manner

Admissions Enquiries

- Handling initial admissions enquiries from prospective students by phone, by email and in person

Pastoral Care

- Assisting existing students in relation to any non-academic issues they may wish to discuss
- Arranging private meetings with students if they need to discuss personal matters
- Assisting students with information if they require the services of the College Counsellor
- Following up with students accordingly to ensure that they are getting all the support they need.
- Making appointments for students if they wish to meet the Immigration/Visa Officer, and managing these appointments accordingly in terms of follow up recording, and any associated paperwork.

Visa/Immigration Issues

- Working with the Immigration/Visa Officer to support the monitoring of students' attendance and engagement.
- Maintaining a database of "problem students", in consultation with the Immigration/Visa Officer and updating it regularly with a view to monitoring certain students in particular.

- Arranging meetings with the Immigration/Visa Officer for students whose attendance is problematic, and monitoring them on an ongoing basis.
- Working with the International Administrative Coordinator in the preparation of information to go to the Irish Naturalisation and Immigration Service (INIS) on a weekly basis.

International Emails and Phone Calls

- Answering the emails coming through the international@griffith.ie email account. Forwarding emails to the relevant Marketing Officers or other Griffith College personnel.
- Maintaining and developing reply templates to enable the emails to be answered as efficiently as possible.

Admissions

- Supporting the International Marketing Officers and Admissions staff in the processing of applications during periods when the Student Services function is less busy.

Pre-Registration/International Induction and Information Sessions

- Assisting with the administrative functions associated with the pre-semester International Induction and Information Sessions, and pre-registration requirements.

Note - Hours of Work will be from 9:00 to 17:30 Monday to Friday.

Minimum Education/ Experience Requirements:

- Excellent written and verbal communication skills
- Proven customer-facing skills
- Strong organisation skills
- Ability to work in a team environment
- Capability to work in a dynamic and fast paced environment
- Proficient in Microsoft Office
- Third-level qualification would be an advantage

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.