JOB DESCRIPTION

**Title:** Front Office Administrator, Griffith Halls of Residence (GHR)

**Reporting to:** GHR Sales Administrator and GHR Manager

**Duties and 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
* Maintain good communication channels, through the use of the communication tools provided, between the departments to ensure Resident issues/queries are accurately recorded and attended to in a timely manner
* Address and log Resident concerns and conduct where possible or direct to the Sales Administrator and/or Manager
* Maintain and promote discipline levels and assist in ad hoc support and conflict resolution

**Administration**

* Provide weekly (and daily) task lists for the week ahead, providing feedback on progress.
* Completion of weekly (and daily) tasks on/before scheduled completion date/time.
* Develop, follow accurately, maintain and adapt to changes in SOPs.
* Provide administrative support to the Sales Administrator and Manager
* Ensure office opens/closes on time at the start/end of each day and on breaks.
* Maintain levels of stationery & office supplies and order as necessary in keeping with seasonal requirements
* Collect and direct mail
* Keep the office in an orderly manner at all times
* Log, analyse and follow up on maintenance issues and liaise with maintenance and housekeeping staff.
* Record charges for damage to apartments, communal areas and any costs incurred through breech of a lease agreement e.g. record all Resident rent/fine receipts for the accounts department in a timely manner
* Discipline - process the security reports, organise and log discipline meetings, to high attention of detail
* Assist with the marketing initiatives of GHR to potential Residents and the conversion of bookings from enquiry to payment stage, maintaining an up-to-date enquiry list for both Summer and Academic Year terms
* Ensuring in depth knowledge of all aspects of the booking process through the website and booking system, ensuring all data is accurately logged and assisting in the processing of residential applications
* Maintain and update Resident records
* Issuing, tracking and updating key fobs and mailbox keys and associated documents, with high attention to detail.
* Escalate important and out of the ordinary concerns/issues
* Undertake room checks and dilapidation reporting during the year where necessary including recording and administering the associated paperwork
* Compile Arrival Details and Departure Details and update associated document with dates and times. Organise and log Check out Inspections. Obtain feedback from residents and departing Resident through surveys to ensure customer satisfaction levels are preserved
* Maintaining vital Summer/AY processes including key issue/return, maintenance logging, daily task lists, query/complaint resolution
* Recruitment, training and supervision of casual staff, rostering in accordance with current and forecast workloads, ensuring tasks are delegated and completed, and all feedback is received and communicated clearly on all daily tasks.
* Checking and filing student files, ensuring check in documentation is present
* Maintain and report incidental charges for Residents throughout their stay e.g. keys, bed linen, cutlery/crockery, etc
* Identify patterns and progress improvements required in processes and all areas covered by the Front Desk
* Ensure clear handovers between staff, ensuring feedback is always given and received for tasks completed and outstanding.
* Check and maintain the signage throughout the complex
* Develop and maintain a Social Media presence for GHR

**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
* Report accidents or incidents to the Sales Administrator and Manager or Director Ronan Fenelon
* Record details concerning mishaps, complaints or defects which are reported
* Facilitate the arrangements necessary and participate where appropriate, in induction and training of all new staff
* Assist the implementation of fire drills
* Participate in First Aid Support Training and any other training opportunities management deem appropriate to the role.

**General**

* To adhere to Griffith Halls of Residence policies at all times.
* 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 post as may be assigned from time to time by the Manager or a nominee.