Job Specification

***The below job specification is meant as a guideline list of responsibilities only and should not be considered an exhaustive list***

**Front Desk Duties**

* Acting as first point of contact for existing, incoming and prospective students.
* 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
* Facilitating existing students in relation to the ordering and collection of their general letters
* Assisting new incoming students with all the initial information they require in relation to letters, visa extension, fees, registration, student cards etc
* Fielding in-person enquiries from new incoming students and referring them to the relevant International Marketing Officers as necessary.

**Pre-Sales Duties**

* Handling initial sales enquiries from prospective students by phone, by email and in person.
* Logging all enquiries centrally for review by the Director of the International Office.
* Servicing these initial enquiries up to the point where they can be diverted to the relevant Marketing Officer (MO)

**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 Visa Officer, and managing these appointments accordingly in terms of follow up recording, and any associated paperwork.

**Visa/Immigration Issues**

* Working with the Visa Officer and the Faculties to support the monitoring of students’ attendance and engagement.
* Maintaining a database of problem students, in consultation with the Visa Officer and updating it regularly with a view to monitoring certain students in particular.
* Arranging meetings with the 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, including collation of attendance information and assistance with the issuance of Medical Insurance Certificates.

**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, and logging all queries accordingly.
* Maintaining and developing reply templates to enable the emails to be answered as efficiently as possible.
* Managing phone call activity in the International Office whereby unanswered phones can be diverted to the Front Desk and endeavouring that all calls will be answered rather than being diverted to voicemail.

**Supporting the International Administration Coordinator in relation to the following tasks:**

* **Student Support Letters**
	+ Daily letters, e.g. Bank Letters, PPS Letters, General Verification Letters etc.
* **Student payments**
	+ Payments/proofs of payment
* **Admissions**
	+ New applications.

**International Induction and Information Sessions**

* Assisting with and contributing to International Information Sessions and Inductions.
* Assisting in the updating of Student Services information e.g. handbooks and information flyers, website content.
* Assisting in the recruitment and management of “International Student Ambassadors” to assist at key events throughout the year e.g. inductions and information meetings.

**General Duties**

* Assisting the Director of the International Office in relation to the preparation of various reports as required with reference to visa application statistics and student progression etc.
* Assisting International Office colleagues at peak times where there is an over-flow of work, primarily in relation to admissions.

Any other duties that may be assigned by your manager from time to time. This job description is not to be regarded as exclusive or exhaustive. It is intended as an outline indication of the areas of activity and will be amended in the light of the changing environment within the Department and the College.