



<b>Job Title:</b> Full-time Front Office Administrator Griffith Halls of Residence	<b>Reports to:</b> GHR Manager
<b>Location:</b> Dublin South	<b>Job Type:</b> Permanent Contract (subject to 11 month probation period)

**Job Summary:**

Griffith Halls of Residence (GHR) is a large student accommodation provider on Griffith College campus that accommodates 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.

**Academic Long Term** - GHR provide accommodation for 20 weeks or 40 weeks during the Academic Year (beginning of September to mid-June). This requires us to facilitate online applications, online payments, availability, bulk email communications, allocations, debit/credit postings, maintenance issue logging/reporting, and deposit refunds. During the Academic term the role is over a Monday to Friday role, typically 9.00am to 5.30pm

**Summer Short Term** – GHR provide accommodation for 12 weeks for interns/students/summer seasonal workers staying in Dublin during the summer months. GHR also offer 2-4 week stays to Language School groups, consisting of students aged 11-16 years old and Group Leaders assigned to each group. These groups have specific requests, due to the age of the students, so allocation of rooms is key to provide customer satisfaction. We have also extended our services into the self-catering / short-term market in the summer months. During the months of June, July and August the front desk is open seven days a week, typically 8.00am to 7.30pm and you will have a five day roster covering 37.5 hours per week.

**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
- 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**

- Administration responsibilities for the Griffith Halls of Residence.
- Provide administrative support to the Sales Administrator and Manager
- 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
- 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.
- 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
- 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
- General Health and Safety related duties
- Participate in First Aid Support Training and any other training opportunities management deem appropriate to the role.

### **General**

- The person is required to work weekends between mid June and mid September, this will be based on a workload and shared between employees
- Cooperating with Security on a daily basis, reporting and following up with discipline
- Coordinating Residential Assistant activities, organising GHR social events, developing surveys and reporting back to Sales Administrator/Manager
- 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.
- Any other duties that fall within the employee's capabilities.



### **Minimum Education/ Experience Requirements:**

- Excellent interpersonal and communication skills
- Good planning and organisation skills
- Strong attention to detail
- The ability to work on his/her own initiative and as part of a team
- Good IT skills
- Confidentiality and discretion to a high degree are expected
- Good knowledge of MS Office
- Must be legally entitled to work full time in Ireland for any employer.
- Any other duties that fall within the employee's capabilities.

### **About Griffith Halls of Residence**

The Griffith Halls of Residence [www.ghr.ie](http://www.ghr.ie) comprises of student apartments located on the Griffith College landscaped grounds overlooking the canal and the Dublin mountains. 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 166 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. <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.*