

College/Management Unit	College of Arts and Celtic Studies
School/Unit	UCD Applied Language Centre
Post Title & Subject Area	Administration Assistant
Post Duration	September 2014 to May 2015
Grade	Hourly paid with between 20 and 35 hours per week
Reports to	Designated manager

Position Summary

To provide an effective and efficient administrative and support service to a designated section within the ALC and to work as part of a team in an international environment with direct contact with a multi-cultural client base. *You will be expected to work on your own initiative, balancing this with working as part of a team, and communicating in an appropriate manner. The Applied Language Centre Unit / area worked may change depending on needs within the centre.*

Principal Duties and Responsibilities

Administration Assistant: general duties across all areas

- Deal with customer queries in person and incoming communications including e-mail in a professional manner where appropriate distribute to the relevant unit
- Maintain records of all correspondence
- Become fully familiar with courses and services offered by the ALC and their location - external English courses, foreign language courses, resource facilities etc.
- Take responsibility, when required, to open and close facilities to correct procedures
- Assist with airport transfers including meeting students at port of entry, accompanying them to and from UCD etc.
- Assist with projects and any other duties that may be required from time to time.
- Assist Internal Programme Unit, External Programme Unit, External Examination Unit and Resources units as and when required depending on seasonal demands
- Administer student systems from enquiry stage to course completion
- Maintain all databases, verifying information
- Provide statistics, reports, class lists, certificates and other data as may be required on a weekly/monthly basis

Administration Assistant: *(working in the Daedalus Reception area)*

- Monitor, assist and oversee visitors, students, teachers, contractors accessing the ALC (including dealing with deliveries to the Centre)
- Maintain reception areas in good order to include counters, photocopy and seating areas
- Ensure that adequate stationery, brochure, teaching and resources supplies are maintained
- Ensure that printers, fax, photocopier and equipment are maintained in good working order and have adequate supplies (including paper, toner etc.)
- Liaise with staff in the University and with various external customers, organisations and agents outside the University

Administration Assistant: *(working in the External Programmes area)*

- Assist with the planning and, administer the operation, of the social and cultural programme offered to students
- Assist with student support systems operated by the ALC for students
- Administer airport transfer service for students
- Assist with accommodation systems - Home-Stay and Apartment - from allocation to final payment and feedbacks
- Deal with student, host family and client enquiries and related correspondence

Administration Assistant: *(working in the External Examinations area)*

- Assist with the administration of External Examinations Section – queries, registrations, ‘on-the-day’ operations, communication with students and schools, distribution of certificates

Administration Assistant: *(working in the Accounts area)*

- Administer the accounts section, particularly credit control on commercial courses and creditor payments
- Record and process payments from students, scholarship agencies, educational agents and other organisations
- Liaise effectively with foreign institutions and banks in relation to payment issues/information/credit worthiness
- Record and process payments for creditors via ALC & UCD systems ensuring payments are correct (especially social programme and accommodation invoices)

- Deal with lodgements and other financial transactions and maintain appropriate book of entry records; administer petty cash
- Process payroll claim forms and expense claims for staff; reconcile details against monthly records
- Provide reports at differing intervals, e.g. outstanding debts, refund levels, balances etc

Selection Criteria

Selection criteria outline the qualifications, skills, knowledge and/or experience that the successful candidate would need to demonstrate for successful discharge of the responsibilities of the post. Applications will be assessed on the basis of how well candidates satisfy these criteria.

Mandatory

- Good level of interpersonal and communication skills – both oral and written
- Good IT skills – proficiency in MS Office suite, particularly in word-processing and database
- Ability to prioritise, manage work loads and meet deadlines
- *Ability to problem-solve and work independently*
- *Ability to work to a very high level of accuracy in a busy environment is required, as is the capacity to work under pressure and to meet exacting deadlines.*
- Ability to work on own initiative and to take responsibility for tasks allocated.
- Good problem solving skills
- Book-keeping/accounting qualification for the Administration Assistant (Accounts) role

Desirable

- 1 year or more administrative experience or equivalent
- Third level qualification
- Experience of working with people from other cultures
- Familiarity with structures and procedures of third level education environment