

JOB DESCRIPTION

TITLE: **Student Services Senior Administrator**

REPORTING TO: **IT & Card Services Manager**

The Job:

This role will focus on the provision of administrative support to a number of different student services providing an efficient, comprehensive and confidential support service.

Key Responsibilities:

Administration

- Managing and administrating key student services at Waterford Institute of Technology including: card printing, general printing, photocopying and scanning, plotting and binding services, access control etc.
- Assist with card printing services in line with the policies and procedures of WITC Bubble Services.
- Checking all units/applications relating to the card on a regular basis to ensure they are operating efficiently i.e. copiers/printers, access control units etc.
- Managing the day-to-day operations of the WIT Bubble Office and all various services associated i.e. all general administration duties relating to the unit including invoicing, ordering, report/log maintenance issues etc.

Sales and Marketing

- Developing and managing the Sales & Marketing of the Unit. Design promotional and marketing material when necessary and liaise with other trading units of Campus Services.

Customer Services

- Customer services, dealing with general queries on a daily basis in a courteous and compliant manner i.e. taking and processing queries from customers/visitors.
- Interact on a daily basis with different WIT departments, providing excellent customer services while building and maintaining strong relationships.
- Responsibility for end to end query resolution and management of communications throughout this process.

Financial

- Financial administration of the office.
- Undertaking stock-takes when required in line with policies and procedures.

Other

- Be innovative in your approach to your role, finding ways to improve how we work, communicate with our customers and provide our services.
- To undertake such other duties as may be assigned from time to time or to work in any other administration role when needed/requested.

QUALIFICATIONS/EXPERIENCE/SKILL SET:

Academic Qualifications – Essential:

A suitable qualification in Business Studies, i.e. Administration/Secretarial etc. (minimum level 7 qualification).

Experience – Essential: A minimum of 3 years in an administration role or similar experience is essential. Experience in MS Office applications: Word, Outlook, PowerPoint, Excel and a good working knowledge of IT Systems. Excellent literacy and numeracy skills, with a strong attention to detail is also required.

Personal Qualities: The successful candidate will have the ability to work both as part of a team and independently on their own initiative, encompassing excellent customer service, and communication and organisation skills with a professional and courteous manner.