



PCI College

Excellence & Innovation in Psychological Education

Established 1991

PCI College – Job Description

Title: PCI College Receptionist

Reports to: College Manager

Purpose of this role:

PCI College Receptionist is a varied Customer Service Role, which requires an enthusiastic and flexible individual who is hardworking and self-reliant and enjoys being part of a successful and productive team. The Receptionist must be efficient in carrying out administrative tasks in a busy environment and competent to provide a good service for customers. The role includes supporting the College Management Office and assisting the Marketing Department with applicant and student enquiries.

This post will cover important Marketing and Sales support and be the face of the College in our city centre campus.

Job Responsibilities

- Answer all incoming calls in a timely professional manner and pass them on to the relevant department
- Meet and Greet visitors to the reception area in a professional manner
- Manage Online Bookings and enquiry reporting in Microsoft Office packages and the College's own Database
- Cover all initial Marketing enquiries and queries including course start dates, venues etc
- Take recruitment bookings for all courses where required
- Manage the information mail box which includes assessing which enquiries are relevant to each department
- Answer general student enquires where possible, including payment of Tuition Fees
- Manage the Student Attendance and input data on the College's Database on a daily basis
- Provide support to the College Administrative Office including attendance at orientations, graduation and other College events.
- Assist with student recruitment, including support at Open Evenings and Marketing Expo's
- Manage and deal with walk-in enquiries and direct to the Marketing Team when necessary
- Assist with photocopying, setting up of class rooms and other general tasks
- Provide administrative support to the College Manager when required
- Manage Marketing and Sales post

This staff member must ensure they are pro-active and have up to date knowledge of all upcoming courses and general College policies and procedures.

This is not an exhaustive list and is subject to review on a regular basis.

Hours: 37.5 hours a week, Mon-Friday 9.00am-5.30pm

Location: PCI College, 7 Burgh Quay, Dublin 2

Salary: €19,000.00 - €21,000.00 depending on Experience

Work Experience: Minimum of 1 Year + Reception/Administration experience preferably with experience of some Sales or Marketing