

Hello, we're The English Studio!

The English Studio is a language provider passionate about delivering life changing experiences that really make a difference to our customers worldwide. We are a young, energetic, fun and fast-paced business to work for and we offer excellent opportunities to ambitious people (like us!). Diversity is at the heart of our business as we welcome students to our schools from every corner of the globe on a daily basis. We apply the same ethos to our staff – our London and Dublin based teams bring expertise from all over the world which contribute to an exciting, dynamic and forward-thinking environment. If being part of our successful team sounds like an opportunity you don't want to miss, then this role might just be for you...

We are looking for a Receptionist to provide much needed first line support within a fast-paced language school environment. This Dublin based position will be the face of our busy school, greeting students upon arrival, fielding questions via phone calls, email and in-person, providing local information and playing a key role in the promotion of all aspects of the school provision. The successful applicant will work as part of the Student Services team on all aspects of customer relations to ensure we are delivering the best service possible to our students. Communicating with all school stakeholders from students to suppliers to accrediting bodies, excellent presentation and interpersonal skills are essential. The successful candidate will be super organised, have an unwavering passion for customer service and a real can-do attitude.

Receptionist – Dublin (Maternity Cover)

Summary

This role is responsible for the smooth running of a busy reception desk at a central Dublin school. Being the first point of contact for students, staff, suppliers, agents, partners and other associates of the school. The role will play a key part in the presentation of the school ensuring all stakeholders are dealt with in a timely, informative and professional manner. The ability to multi-task is fundamental to this role, as administrative duties will be required at the same time as dealing with communications via phone, email and face-to-face.

The receptionist will have a keen eye for detail as they will play an important part in compliance responsibilities of the school from Health & Safety to support with student attendance. An ability to keep calm under pressure and support students where English is not their native tongue will be part of day-to-day life as a Receptionist at The English Studio.

Key responsibilities

- Assisting the coordination of the long and short term induction process
- Maintaining acceptable standards of tidiness and cleanliness at the reception area
- Answer incoming telephone calls/enquiries
- Deal with and answer general queries from students
- Monitor information received via the information email box
- Process/administer documentation for students upon their arrival
- Provide information to new and existing students
- Sell and issue course books to students
- Sell other sundry items students may require to enhance their study travel experience
- Welcome all visitors to the school
- Postal Duties and Stationary Orders

- Administer Petty Cash
- Contact contractors re. building repairs/maintenance
- Assist with general reception duties as/when requested
- Support administrative duties of Health and Safety procedures
- Act as Fire Warden and First Aider following external training
- Carry out and assist in any other work related duties as per business needs and/or requirements

What we're looking for

- Native English skills both spoken and written
- Outstanding communication, presentation and interpersonal skills
- Passion for Dublin and student travel
- Highly motivated self-starter with a keen interest to develop service skills in a young and lively environment
- Multilingual favourable although not a requirement
- Excellent customer service skills and good telephone manner
- Technical troubleshooting and problem solving skills
- Strong administration and organisational skills
- Attention to detail when and accuracy in performance of day-to-day tasks
- Hard working, well organised, enthusiastic, creative, forward thinking and fun-loving

What's on offer?

- Competitive salary
- Holiday entitlement of 20 days per year plus national holidays
- Cycle to work scheme
- Contributory PRSA scheme
- Career progression opportunities
- A fun, friendly, forward-thinking and fantastic environment to work in

If you believe yourself to be a great fit for this role then you may well be just who we've been waiting for. Please send your CV and a cover letter to kenny.moynihan@englishstudio.com