

Company: GAC Training & Service Solutions Ltd.

Position: Administrator

The administrator will report directly to the Administration Manager.

Description of the Position

Reporting to the Admin Manager of NMCI Services, the Administrator is a member of the core NMCIS Team providing administration, course coordination and business support for NMCI Services and its associated joint venture company SNO Ltd & GTSS Ltd.

NB Note: For the initial six months the Administrator will work under the direct supervision of the established Office Administrator so as to acquire the requisite knowledge & experience to perform the role to perform efficiently.

Location: NMCI, Ringaskiddy, Co Cork

Company Background

GAC is a global provider of integrated shipping, logistics and marine services. Emphasising world-class performance, a long-term approach, innovation, ethics and a strong human touch, GAC delivers a flexible and value-adding portfolio to help customers achieve their strategic goals. Established since 1956, GAC employs over 9,000 people in more than 300 offices worldwide.

GAC Training & Service Solutions Limited (GTSS) was launched on 11 February 2010, aiming to provide cost saving and innovative training solutions for the LNG industry and other maritime sectors. This unique partnership between GAC and The National Maritime College of Ireland (NMCI) focuses on delivering a complete portfolio of training courses for both seafarers and shore-based shipping and commodity operations personnel. GTSS combines GAC's global reach, over sixty years of maritime expertise and powerful branding with the NMCI's superb facilities and a dedicated faculty.

Essential Duties and Responsibilities:

- The administrator's responsibilities include but are not limited to the following;
- Receive inbound calls and emails from current and new customers/companies.
- Responsible for the administration process from booking through to certification and registration into the OPITO Vantage system and CMS.
- Responsible for classroom/facility bookings for scheduled and bespoke course bookings
- Represent NMCIS as a member on the college's Internal Audit team and shall be responsible for completing internal audits on main scheme and NMCIS commercial courses
- Responsible for travel templates and organising client accommodation & transfers ahead of courses or board meetings.
- Preparing administration files for instructors before beginning course.
- Put together and deliver course packs where appropriate.
- Prepare scripts/handouts for courses
- Meet performance targets for speed, efficiency, sales and quality;

- Ensure all relevant communications, records and data are updated and recorded;
- Maintain up-to-date knowledge of industry developments and updates;
- Create trust and confidence when building a rapport with customers to effectively close each booking and retain customer loyalty, this includes reception duties for course registration.
- Represent GTSS and NMCI by ensuring each customer receives a friendly and engaging and efficient experience;
- Compile reports as and when required by the GAC Management Team;
- Work as part of a team supporting colleagues where necessary;
- Report any non-conformances to Management immediately in order to ensure that corrective action is carried out to prevent recurrence and insure continuous improvement.
- Adhere to strict data protection and confidentiality laws;
- Participate in any required NMCI training.
- Liaising with both the GTSS Marketing Executive & the Administration Manager to support the planning of all commercial courses
- Liaising with Lecturers, instructors to co-ordinate the efficient running of courses.
- Liaising with Finance regarding pricing of courses.
- Liaising with various individuals from companies on course details, numbers, requests etc.
- Liaising with catering staff & process canteen function forms.
- Be responsible for the replenishment of stationary at the NMCIS Ops office and postal duties.
- Fill out purchase Requisitions where appropriate & required.
- Certification, Catering Function Forms.
- Completion of Solas forms and liaising with Solas officers as required.
- Any other duties that may be assigned i.e.

Requirements

Essential:

- 3 years relevant administration experience.
- Good planning, organisational and communication skills.
- Excellent interpersonal, written, and oral communication skills;
- Excellent listening skills and the ability to ask probing questions, understand concerns, and overcome objections;
- Strong work ethic and self-starter, able to effectively manage multiple priorities and adapt to change within a fast-paced business environment;
- Must possess a professional and friendly attitude and be able to quickly develop a rapport with customers over the phone;
- Ability to learn and navigate new software quickly;
- Ability to type 30 wpm+;

Desirable:

- ISO 9001 Certification & Auditing Skills

Salary: DOE

Email CV and cover letter to joy.gillen@nmci.ie before June 6th 2017.