

# DUBLIN CITY UNIVERSITY

## CLERICAL ASSISTANT GRADE II - REGISTRY

### Description of Registry

The Registry is responsible for the management of the academic experience of students from the point of view of admissions, registration, student records, examinations and graduation. It is structured into two main operational teams, Student Enrolment and Student Awards, and is headed by the Director of the Registry.

Full details on the organisational structure of the Registry, including its responsibilities, can be found at <http://www.dcu.ie/registry/index.shtml>

### Experience and Qualifications:

As per HR requirements

### Indicative Duties and Responsibilities

The post-holder is responsible for the provision of clerical and administrative support for activities within the Registry and will be primarily based in one of the two main operational teams. Indicative duties associated with the post include the following:

- Administrative work including typing, use of PC packages (including word-processing, spreadsheets), use of information systems (particularly the university's student information system), filing, making and receiving telephone calls, sorting of departmental post, booking rooms and organising meetings.
- Provision of support across all areas within the Registry pertaining to the admission, academic record, examination and graduation of students current and prospective.
- Liaison with other faculties and units within the university (e.g. Finance, Human Resources, Student Affairs, CSD, Communications and Marketing and Faculty Administrative Staff) including administrative and academic staff.
- Participation in the delivery of the Registry training programme
- Provision of Customer Service including answering queries from staff, students, prospective students and parents. Such queries are dealt with through a variety of mediums including the staffing of the Information Point, Telephone System, E-mail, Letters.
- Any other duty that may be assigned from time to time by the Director of Registry or his/her nominee.

The above attempts to outline in a broad way the range of duties associated with a Clerical Assistant Grade II post in the Registry. Indicative duties can change over time.