



LOCATION: Albania.
INSTITUTIONAL TYPE: Private University.
VACANCY TYPE: Receptionist.
SALARY: Commensurate with rank.
DISCIPLINE: Customer Care
Responsibilities: please refer to JD
Key Qualifications: Master's degree is preferable.
Deadline for Applications: 10 April 2019.
Start Date: 15 April 2019.

University of New York in Tirana (UNYT), Albania (South-Eastern Europe) [<http://www.unyt.edu.al>], Administration is accepting applications to fill one vacancy in **Front Desk / Receptionist**. Applicants need to demonstrate expertise in the field of Communication, Customer Care, preferably in the sector of Private Education Institutions in Albania. Cultural adaptability, the ability to collaborate well in a multi-ethnic environment and native-speaker level fluency in English are valued qualities.

UNYT is an accredited multi-ethnic, private university in Tirana, Albania established in 2002, which strives to provide intelligence, knowledge, skills and technology-intensive Higher Education that shifts efforts, intellectual assets and resources from a local to a global setting through engaged and active learning in small classes. Instruction at UNYT is in English. UNYT is an equal opportunity employer.

FRONT DESK/ RECEPTIONIST

The front desk is, first and foremost, the focal point within UNYT as the first contact that ensure that all the interactions between actual and future students, academic staff, administration, partners, and outside services run as smoothly as possible.

As such the specific duties of the Front Desk are related to and include:

- **Students**
 - Provide information about class schedules, classrooms and professors, program
 - Provide all the forms needed such as make up exam form, academic petition form, withdraw form etc.
 - Assist the students during the registration period

- **Academic and Administrative staff**
 - Coordinate the class schedule and orientation of students and professors respectively
 - Exchange correspondence for any information with regard to students, programs, classes, their reallocation and reschedule, professors Office Hours, events coordination
 - Serve as first contacts for potential candidates

- **Third parties**
 - Accommodating visitors and directing them to the respective offices
 - Provide general information on UNYT, programs, degree, procedures

- **Administrative duties**
 - The primary goal is to effectively and efficiently **manage the lobby** or greeting area of UNYT while maintaining professional standards
 - **Correspondence:** send and receive both regular mail and e-mail
 - **Phones:** answer and making phone calls, coordinating appointments
 - **Data entry:** record any data with regard to new enrollment process, office hours, student absences and stationary order according to the respective forms
 - **Facilities:** coordinating the reallocation of classes, booking any facility for organized events within UNYT premises etc.

In all of these capacities, the front desk coordinator is expected to act with the same knowledge and professionalism used when interacting with clients or prospective clients.

Requirements

- Proven work experience as a Receptionist, Front Office Representative or similar role
- Excellent knowledge of English Language
- Bachelor degree social sciences, Master degree is preferable
- Proficiency in Microsoft Office
- Professional attitude and Excellent organizational skills
- Multitasking and time-management skills, with the ability to prioritize tasks

Application: Qualified candidates are kindly requested to send initially **by e-mail** at hr@unyt.edu.al quoting code “Front Desk_ March 2019”, in the Subject field of the e-mail:

1. A Letter of Application detailing key Qualifications for this position;
2. Current curriculum vitae;
3. Photocopies of credentials and transcripts;