

Job Title: Client Services Assistant Internship

Location: Eurocentres London Central

Line Manager: Client Service Manager, Welfare, Child Protection and Prevent Officer

Start Date: 22/07/2019 **End Date:** 10/01/2020

Length of Placement: 6 months **Hours:** Monday-Friday

Hours: 40 hours per week plus a 1 hour lunch.

Eligibility: please note that to be eligible for this internship you must be enrolled at a university on a course of full-time study and intend to do this internship during a break on your studies. You must also be in receipt of ERASMUS funding or equivalent.

Company Profile

Eurocentres, founded in 1948, is a global provider for English courses and one of the pioneers in the language travel industry. Today the company operates a network of schools in English speaking countries worldwide. We aim to promote understanding between people and bridge national, cultural and social barriers. Our mission is to prepare individuals to study, work and live successfully in a foreign language and culture. If you are motivated by a fast paced environment, by taking full ownership of your markets and by the prospect of an international career within the language education sector, we want to hear from you.

Job Description

Eurocentres is looking for Client Services Assistant Intern to work in the busy Client Services Department. Duties would include:

- General reception duties & counter enquiries
- Dealing with telephone enquiries / taking messages
- Selling excursion tickets
- Collecting fees for taxi transfers, accommodation etc.
- Cashing up / banking / entering journal transactions
- Preparing welcome letters and bank letters
- Filing student questionnaires/ checklist forms
- Photocopying / keeping stocks of Student Handbooks
- Assisting with registration of new students
- Entering student visa details if required
- Updating student own accommodation records
- Entering student attendance when required
- Producing final student certificates
- Assisting with the organisation of the social programme
- Social media advertising
- Daily post
- Dealing with any other general administrative duties as required
- Assisting other departments in specific projects as/when required

For more information about Eurocentres visit our website at www.eurocentres.com

To apply please email your CV and covering letter to Sylwia Del Percio at sdelpercio@eurocentres.com

Qualifications

Degree desirable plus English of at least B2 Upper-Intermediate Level (FCE qualification or equivalent an advantage).

Requirements

- Excellent customer service skills as a large part of the job involves dealing with students/ visitors/ clients
- Good organisational skills
- Ability to work as part of a team
- Can pay attention to detail
- Well-presented & punctual

Remuneration

Free Monthly Oyster travel card

Weekly lunch allowance of £25 per week