

Job Description

Job title: Administrative Assistant (FTC 6 Months)

Team: Broadband Genie

What it's about:

This is a 6 month fixed term role being a part of the customer services operations for the publisher team. Duties include managing administrative processes for Broadband Genie and liaising with our customers and clients. In addition you will help to manage our Office Genie site around 1 day per week.

You will be a highly organised individual, capable of devising, implementing and seeing through key processes while undertaking professional communications with all stakeholders. At Broadband Genie we strive for operational excellence and you will play a fundamental role in providing this.

Reporting To:

This role reports to the Business Development Manager.

What you'll do:

The primary role will cover customer services, client management and reporting, and all associated administrative processes. Regular duties will include, but not be limited to:

Owning and managing queries from beginning to end including all communications and KPIs:

Liaising with customers regarding any offer queries and gathering key information

Logging and tracking all queries from customers

Sending relevant information to broadband providers

Receiving and processing responses from providers on queries

Communicating to providers / customers when queries are solved

Devising and monitoring KPI'S for Customer Service Management and response times

Reporting:

Reporting to Broadband Genie team the number of queries and relevant KPI's on a weekly basis

Reporting how many have been solved/outstanding and details regarding any delays

Internal communication:

Ask questions internally for any queries you're unable to resolve or if key issues arise that you need to escalate

Website management:

Check and update online content via our CMS (Content Management System)

Monitoring and updating on-site product listings

Liaising with providers about onsite offer changes

Carrying out daily checks about onsite KPIs

Resolving any key issues from daily checks or raising internally

Office Genie

Responsibilities relating to the Office Genie aspect of the role, which will be shared with one other individual also covering these 1 day per week, will cover customer services, client management, reporting and some technical aspects relating to the website maintenance.

- Managing the Office Genie social media profile and posting regular updates
- Passing Queries/Enquiries over to Office Broker
- Producing and circulating weekly performance updates
- Updating Office Genie P/L
- Producing reports and statistics for Product Meetings / to inform Board Meetings
- Upkeep of the Office Genie websites including discovering & fixing errors
- Scheduling update/review meetings
- Pre planning agenda and collating information for meetings etc.
- Circulating post meeting summaries / notes
- Dealing with any questions/issues posed by Office Broker

