

## Job Description

**Job title:** Administrative Assistant

**Team:** Broadband Genie

### What it's about:

This is a permanent 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.

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 Head of Commercial

### 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 KPIs for Customer Service Management and response times

#### **Reporting:**

- Reporting to Broadband Genie team the number of queries and relevant KPIs 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

### Who we are:

Genie Ventures is an ambitious internet business responsible for a network of fast-growing e-commerce sites. We are challenging the tired, standard model of CPM advertising and are masters of building and retaining traffic and turning this traffic into cash. We are market leaders with our Broadband Genie, Office Genie and Genie Goals services and are currently planning our next wave of growth.

Working for Genie Ventures is a fantastic opportunity to get involved with a successful, profitable, growing company at an early stage (we've been going for many years and retain all the fun elements of a startup but with a proven record behind us). We have an entrepreneurial, target-oriented culture and a talented team and – provided you're prepared to work hard and get involved – we'll give you plenty of freedom to succeed and plenty of responsibility. We have a proven track record of making money online, we're ambitious, we want to succeed and we want the best people to join us

