



# GenieVentures

**Job title:****Administrative Assistant - Part time - 3 Month FTC****Team:****Broadband Genie****Band:****Band 4 - Level 1 (FTE = £18,933)****What it's about:**

This is a part-time role working two days a week (required on Mondays and preferred on Thursdays) as part of the customer services operations of the Broadband Genie team. Duties include managing administrative processes and liaising with our customers and clients.

You will be a highly organised individual capable of devising, implementing and seeing through key customer service 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:**

Chris Said (Head of Commercial &amp; Partnerships)

**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

Uploading customer query information to relevant systems

Communicating to providers/customers when queries are solved

Monitoring KPIs for customer service management and response times

**Reporting:**

Reporting the number of queries and relevant KPIs to the Broadband Genie team on a daily basis

Reporting how many have been solved/are 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 content management system (CMS)

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

## Required skills\*:

### Skills

- |                               |             |
|-------------------------------|-------------|
| • Professional email manner   | - Essential |
| • Proficient in Excel         | - Desirable |
| • Analytical thinker          | - Essential |
| • Strong communication skills | - Essential |

### Qualifications

- |   |             |
|---|-------------|
| • Good level of English and Mathematics | - Desirable |
|---|-------------|

## Who we're looking for:

- |   |             |
|---|-------------|
| • Communication with/handling queries from the general public | - Essential |
| • Working with a CMS system                                   | - Desirable |
| • Communicating with key stakeholders                         | - Essential |
| • Organising and implementing processes                       | - Essential |
| • Reporting results to senior managers and key stakeholders   | - Desirable |

## Personal attributes required at Genie:

### Work Smart

- Intelligent
- Imaginative
- Inquisitive

### Get things done

- Planning
- Teamwork
- Adaptability

### Have a great attitude

- Motivated/driven
- Passionate
- Serious/focussed
- Respectful

### Job Specific behaviours

- Organised
- Professional manner
- Customer service
- Analytical
- Driven
- Self-motivated

*"This overview outlines the type of skills/level of responsibility required to fulfil this position. It is not comprehensive or exhaustive; but further tasks would be in keeping with the character of the position outlined."*