



Job Description: Administrative Assistant (Part-time)

Job Element	Detail
Job title	Administrative Assistant (Part-time)
Hours of work	16 - 20 hours per week - days/times negotiable
Holiday Entitlement	25 days pro rata + Public holidays
Reports to	Digital Support Team Leader
About us	<p>MNA Digital is part of the Midland News Association, we are the publishers of the Express and Star and Shropshire Star websites which receive over 2.7 million visitors per month and provide the leading news websites in the Black Country and Shropshire.</p> <p>MNA Digital is a digital marketing agency that offers cost effective advertising solutions to local SME's. Our services cover most aspects of digital marketing including search engine marketing, display advertising, website design and build and video creation.</p> <p>We pride ourselves in offering a high standard of customer service and work in partnership with our clients to help them achieve their marketing and sales objectives.</p>
About you	<p>You'll have worked in an office environment previously and have a good working knowledge of Spreadsheets and Document software like Google or MS Office.</p> <p>You'll have good time management skills and able to prioritise workloads effectively.</p> <p>You'll also have a polite manner and have good oral and written communication skills.</p> <p>You will be comfortable communicating with customers, internal staff and external suppliers.</p> <p>You will enjoy dealing with people in a service</p>

	<p>based role and be confident in using your initiative to be a problem solver.</p>
<p>Main purpose of the job</p>	<p>To support the Digital Support Team Leader in the management and coordination of customer contracts, billing, problem-solving, reporting and allocation of tasks.</p> <p>To ensure services are delivered against agreed SLA's and to provide effective communication between internal and external stakeholders.</p> <p>To provide aftersales support to our website customers, managing changes and updates to their website ensuring customers are kept upto date and receive a first class customer service.</p>
<p>Duties & responsibilities</p>	<ul style="list-style-type: none"> ● Check accuracy and completion of contracts prior to processing ● Setup client accounts in project management software ● Allocate tasks to fulfilment team and track delivery. ● Report on and escalate tasks that are outside of SLA's. ● Maintain progress dialogue with stakeholders and sales teams. ● Update spreadsheets with new orders, amends and revenue amounts. ● Setup of business profiles and directory listings. ● Maintain dialogue with Finance team and deal with processing of direct debits, campaign pauses and stops plus customer enquiries. ● Respond to sales team enquiries ● Book campaigns in MNA booking system and raise appropriate invoices. ● Manage scheduling of digital supplements and ensure Apps are displaying correct content daily. ● Respond to customers requests for changes to their website. ● Process minor text and image changes as required in the MONO solutions website editor. ● Ensure paid website amendments have an associated contract ● Liaise with external website provider to ensure tickets are accurately briefed and monitored so that they are delivered on time, in full and of good quality.

	<ul style="list-style-type: none"> • Ensure website customers are replied to promptly within agreed SLA's and that they receive high levels of customer service.
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Person Specification

Requirement
<p>Qualifications/Education/Training</p> <ul style="list-style-type: none"> • GCSE School/College Education
<p>Experience</p> <ul style="list-style-type: none"> • 1+ years' experience in an administrative type role • Preferred project management skills although not essential • Experienced with office software systems • Experienced with booking and content management systems useful but not essential. • Knowledge of digital marketing and websites an advantage. • Numerate and ability to multi-task. • Good telephone manner and writing skills • Good customer service skills
<p>Personal Attributes</p> <ul style="list-style-type: none"> • Team player • Problem solver • Ability to work under own initiative • Flexible and willing to adapt and "roll-up sleeves" when necessary.