



JOB DESCRIPTION

EXECUTIVE ASSISTANT TO CEO

Job title:

Executive Assistant to Tina Tower

Role summary

Provide high-level administrative support of complex duties and sensitive information for our CEO. You will be Tina's right hand woman! Someone there for the ups, the downs and all of the in between. Tina's life is VERY varied and you'll be the conduit between her and the world and get ready to take a seat on the rocket.

Reports to

Chief Executive Officer - Tina Tower



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RESPONSIBILITIES & DUTIES

Assisting the CEO

- Total CEO inbox management.
- Manage multiple inboxes for customer inquiries and brand collaborations
- Help prospective customers make an informed decision about whether our product(s) are the right fit for them, and follow up with them accordingly
- Build rapport and trust with Tina's audience and client community
- Provide excellent customer service by being helpful, enthusiastic proactive and solutions oriented
- Maintain an upbeat and positive attitude towards customers at all times
- Escalate issues when appropriate
- Helping to prepare for meetings
- Accurately recording notes and follow-up tasks from meetings.
- Manage team meetings
- Manage project timelines
- Organise, create and streamline SOP's
- Assisting with event bookings and coordination
- Coordinating travel arrangements
- Calendar protection, reminders and maintenance
- Gifting for special humans
- Ability to organise daily workload by priorities
- Act as executive's liaison; distribute appropriate information to, and continually communicate with team.

Management and Execution of Customer Services

- Management of all email inboxes and online chat software to ensure the customer and prospective customer's needs are met in a timely and professional manner
- Ensure the service delivered by Her Empire Builder's customer service team is exceptional and aligned with the TowerCo's brand
- Communicate customer feedback and recurring patterns weekly with the CEO
- Respond and resolve all customer-related inquiries and issues in a timely manner via email, Instagram DM, Instant Chat, and Facebook Messenger

Management of Customer Payments

- Oversee, chase, and be the point of contact for all customer payment disputes, refunds and failed payments
- Book keeping for invoices, payment reminders and reconciliation of accounts
- Follow company's policies for issuing refund requests
- Manage affiliate relationships & payments



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Data Collection

- Supporting the company with data collection across departments
- Connecting the team together
- Identify areas of improvement to streamline processes
- Manage and collate Monthly Metrics Dashboard Report from all departments

Hours of work

- This is a full time role of 38 hours per week
- Monday - Friday

Location

- Work out of co-working space (whatever your preference) full time in either:
 - Sydney CBD
 - Central Coast, NSW
- You will be working with another Her Empire Builder team member in the co-working space and joined by Tina for in person days a few times a month.



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Perks of Her Empire Builder – (yay!)

- On the job training
- Personal and professional development
- A super awesome working environment
- Opportunity for growth as our company grows
- 4 day planning retreat annually with whole team
- Members conference in Australia
- Opportunity to come to the US on retreats and conferences
- Plus tech kit including:
 - iPhone
 - iMac desktop

Key priorities

- Providing a barrier to enable Tina to have periods of time to create undisturbed
- Customer happiness
- Ensuring the day to day activities of Her Empire Builder are happening as planned

Key Metrics

- Inbox Zero throughout the day on a daily basis
- Delivered Monthly Metrics Dashboard for full team
- Respond to inquiries within 24 hours.
- Completes tasks & projects in a timely manner
- Positive & strong team player
- Exemplifies the company values in all decisions and with work ethic
- Tina can remain uncontactable on Monday's, Friday's and at times when she's travelling, presenting or creating.

Remuneration

- Pay starts at \$70,000 per year (based on experience)
- Plus 10.5% superannuation
- Plus co-working space membership in Sydney CBD or Central Coast, NSW as required.

