



Responsibilities and Qualifications Summary for
Marketing Assistant
EXEMPT

SUMMARY: This position provides administrative support to Full Circle's management and marketing team. Primary duties will include high call volume handling at times, marketing outreach, assisting accounts receivable, social media management and data entry.

REPORTS TO: CEO of Full Circle Employment Solutions LLC

ESSENTIAL FUNCTIONS:

The below statements are intended to describe the general scope of work being performed by this position. This is not a complete listing of all duties and responsibilities required. Other duties may be assigned.

- Provide administrative support to the CEO, management and marketing team
- Making and returning a high volume of calls for the Ticket to Work program
- Marketing outreach
- Assist Accounts Receivable and Accounts Payable when needed, submitting compiled documents and invoices to funders such as state vocational rehabilitation agencies
- Assist with managing social media platforms

OTHER FUNCTIONS MAY INCLUDE:

- Research internet, newspapers, agencies, and other resources for job leads for the Ticket to Work program
- Outreach to potential partners/states and explain FCES services
- Initiate and maintain ongoing personal contacts with a variety of business and industry representatives
- Perform other duties as assigned

EDUCATION and/or EXPERIENCE:

- High School Diploma required; preference given with AA or BA/BS in Human Services Field
- Bilingual preferred
- IT experience preferred

QUALIFICATION REQUIREMENTS:

- Knowledge of office management systems and procedures
- Microsoft 365 experience (OneNote, Teams, Outlook, Excel, Word, PowerPoint)
- PC proficiency
- Experience in Accounts receivable, Accounts Payable and collections

- Experience in a call center environment, marketing and/or sales
- Excellent time management skills and the ability to prioritize work
- Strong attention to detail and problem-solving skills
- Must be able to maintain confidentiality
- Must be able to pass a Social Security Suitability clearance and drug test

LANGUAGE SKILLS:

- Ability to effectively communicate in oral and written communication to beneficiaries, internal staff, external stakeholders, and providers.
- Ability to effectively present information and respond to questions from internal staff, beneficiaries, external stakeholders, and providers.

MATHEMATICAL SKILLS:

- Ability to perform basic mathematical operations to include addition, subtraction, multiplication and division. Ability to compute rate, ratio and percentage.

PHYSICAL REQUIREMENTS:

The physical demands described here must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

This position is considered sedentary work. Lifting 10 lbs. maximum and occasionally lifting and /or carrying such articles as docket, ledgers, and small electronic equipment. Although a sedentary job is defined as one, which involves sitting, a certain amount of walking and standing is often necessary in carrying out job duties. Jobs are sedentary if walking and standing are required only occasionally and other sedentary criteria are met.

Review Date: _____

I have read and acknowledged: _____

Employee Signature: _____

Date: _____

Employee Printed Name: _____