



Responsibilities and Qualifications Summary for
Ticket to Work Marketing Assistant
EXEMPT

SUMMARY: This position provides administrative support to Full Circle’s Ticket to Work (TTW) program. Primary responsibilities will include high call volume handling, marketing outreach, assignment of Ticketholders, and data entry.

REPORTS TO: Ticket to Work Program Director 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.

- Marketing outreach to potential Ticketholders
- Making and returning a high volume of calls for screening for the Ticket to Work program
- Identify Ticket to Work Candidates and follow protocol for assigning Ticketholders
- Provide consistent follow up with potential Ticket to Work Candidates as required
- Maintain marketing outreach records daily

OTHER FUNCTIONS MAY INCLUDE:

- Outreach to potential partners/states and explain FCES services
- Provide administrative support to the CEO, management and marketing team
- Assist with managing social media platforms
- 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
- Experience with Social Security’s Ticket to Work program preferred

QUALIFICATION REQUIREMENTS:

- Knowledge of office management systems and procedures
- Microsoft 365 experience (OneNote, Teams, Outlook, Excel, Word, PowerPoint)
- PC proficiency
- 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: