



Administrative/Marketing Position

Essential Duties & Responsibilities

- Customer Service:
 - Answering simple questions to clients; setting up appointments.
 - Returning calls to clients on behalf of Agents, with Agent guidance.
- Create social media posting to various social media on a regular basis.
- Posting blog on website and sharing via social media.
- Looking up Medications on Medicare.gov site and passing info along to Agents.
- Processing applications;
 - Scanning documents
 - Emailing to carriers
 - Filing all paperwork
 - Application status checks; Follow up with clients to let them know they're enrolled and making sure they received their ID cards.
- Data Entry into CRM: adding new clients; keeping current clients updated; uploading scanned items.
- Bulk mail projects: Birthday cards (pull and sort through info from CRM, create address labels); Christmas cards; Marketing mailings.
- Keep literature updated with current collateral (with Management help) and appropriate quantities.
- Helping to keep order with all supplies and in kitchen area; taking trash out as needed.
- Assist entire office in any administrative assistance as needed.

Qualifications

- 2+ years of office experience
- Microsoft Office software; Word, Excel, Outlook.
- CRM experience helpful.
- Type proficiently with good grammar and spelling; high attention to detail.
- Ability to multi-task with a positive attitude.
- Aptitude to learn new software and be creative.
- Social Media experience helpful.
- Ability to work independently with a high degree of initiative, discretion and confidentiality.
- Dependable and punctual.