

ROLE DESCRIPTION: BILINGUAL CLIENT ASSOCIATE

Position:	Client Associate
Hours	<ul style="list-style-type: none">• Starting with 15-20 per week to grow to full time 40 hours per week• Must be available EASTERN TIME ZONE
Status	<ul style="list-style-type: none">• Contractor• Long-term
Language	<ul style="list-style-type: none">• Fully bilingual in English & Spanish• 100% to be verified
Location	<ul style="list-style-type: none">• Virtual/remote• Familiarity with Maryland, USA/DMV REGION

POSITION SUMMARY:

Serves as a marketing and administrative assistant and helps to maintain organized, timely and professional servicing (internally to team members and externally to clients & partners) through verbal or written communication. Provides substantive assistance on projects regarding community outreach, content development & social media, tracking and reporting, research, and strategic marketing. Overall, supports the Client Managers to ensure the timely and thorough completion of tasks.

ROLE FUNCTIONS

- Provides administrative and project-based support as needed primarily while working remotely.
- Supports the management of calendar for client/projects, sending reminders, handling conflicts and diplomatically communicating with multiple stakeholders as needed.
- Assists with coordinating, planning, and executing meetings, training or other events.
- Supports the creation and proofing of materials to include translations, creative assets, presentations, etc.
- Assists with file management and paperwork, including creating and editing documents, presentations, reports, etc.
- Follows up by way of phone calls, emails, on tasks, projects, and issues as required.
- Supports social media efforts to leverage marketing and outreach opportunities and project execution.
- Supports outreach efforts, including calls, texts, emails to inform and engage community partners and stakeholders.
- Leverages effective research and data mining skills to identify resources, events, and other information as requested.
- Provides administrative support for Client Manager and Team in a fast-paced environment.
- Actively tracks, monitors, and coordinates reports, campaigns and tasks as needed.
- Performs all other activities as required.

SKILLS, EDUCATION AND EXPERIENCE:

- 2+ years of experience working in a similar role.
- Experience working with U.S based organizational clients (government agencies, corporations,

large businesses, nonprofits)- not just retail, consumer clients.

- Exceptional communication, in English & Spanish, including written, verbal and comprehension.
- Experience completing tasks and ability to return to interrupted tasks.
- Exceptional attention to detail.
- Proven ability to meet deadlines.
- Ability to deliver high-quality work, consistently and dependably.
- Ability to juggle multiple projects/clients.
- Ability to work independently and collaboratively with others.
- Familiarity with digital/social media platforms, content development, tracking and monitoring.
- Interested and committed to helping and empowering the Latino community in the USA.
- Interested in a long-term engagement with growth, both in compensation and responsibilities.
- REQUIRED: experience with Microsoft Office 365, Asana and Slack.
- PREFERRED: familiarity with Maryland, DMV Region of the USA.
- PREFERRED: experience working with government and nonprofit clients, or organizational clients in the USA, not just retail clients.
- Occasional travel may be required

REQUIRED COMPETENCIES:

- Exceptional administrative skills
- Organized & attentive to details
- Able to work effectively within a team
- Effective bilingual communication
- Resourceful & knowledgeable
- Proven ability to think critical & anticipate needs.

Application Process: Interested candidates should submit a resume, showcasing relevant work, and a cover letter highlighting their bilingual skills and experience and compensation requirements to trabajos@coolassociatesllc.com.

**We are an equal opportunity employer, committed to creating a diverse and healthy workplace.
Diverse candidates encouraged to apply.**