



Position Description
Engagement Services Assistant

"We want superstars! Folks who want to come into a fast-paced environment, learn a lot about many things, grow their skills and relationships, and invest in our company while supporting their own success. Entrepreneurial, flexible, out of the box thinkers thrive in our environment and are able to carve out their own niche of responsibility."

Mo Wright, President and CEO

BRIEF DESCRIPTION

RAMA Consulting Group is a Columbus-based, management consulting firm specializing in outreach and community engagement. We are seeking qualified candidates to assist in a variety of roles for projects that we are conducting throughout the city. Candidate will be expected to assist with customer and client service, conducting outreach, community education and market research.

The ideal candidate must be responsible, detail-oriented, able to multi-task, and understanding of community and client concerns. The position also requires excellent communication skills, both verbal and written, as well as the ability to interface with a verity of clients and stakeholders.

POSITION DUTIES:

- Answer incoming calls regarding clients and directing these calls to the correct individual
- Provide information to clients regarding projects when appropriate
- Respond to emails related to assigned projects using professional language
- Track client information in an organized way
- Provide clerical and administrative assistance, as needed
- Public presentations
- Serve as an effective liaison between RAMA and other firms/contractors
- Community outreach by conducting surveys, canvassing and attending public meetings

SKILL REQUIREMENTS:

- Strong verbal, written, and interpersonal communication skills
- Ability to understand and articulate complex subject-matter
- Ability to combine customer service and listening skills effectively
- Ability to deescalate a situation
- Ability to handle conflict/tense situations
- Maintain a positive, personable, and outgoing attitude
- Be self-directed and able to work well in a team environment
- Organizational skills and the ability to accurately record data from incoming/outgoing calls
- Maintain a high level of efficiency while working in a fast-paced environment
- Strong working knowledge of popular social media platforms (e.g. Twitter, Facebook, etc)

OTHER POSITION REQUIREMENTS:

- Familiarity with smart phone and/or tablet technology, as well as customer service software
- Convey and support the message of RAMA Consulting in an optimistic and enthusiastic manner
- Experience in a small office environment
- 1-2 years of professional work experience and at minimum an Associate Degree or equivalent education and experience in related areas
- Requires schedule flexibility to work occasional weekends and some evenings, as needed
- Professional and neat appearance

POSITION DETAILS:

- Part time and Full time available- approximately 20-40 hours per week

THE RAMA COMPANIES

RAMA Consulting Group, Inc. (RAMA) is a performance management consulting company based in Columbus, Ohio. Our major areas of focus include: Strategic Planning, Evaluation and Assessment, Training and Development, Community Outreach and Cultural Competence. RAMA is small business celebrating 15 years of continuous growth. In addition to our core team, associates (independent contractors) are often hired to achieve success on client projects or for advisement on internal matters. At RAMA our mission is to “partner with diverse individuals and organizations to inspire their optimal performance and successful outcomes.” Our motto is “Engagement that Inspires”.

To Apply:

Forward a resume and cover letter with salary requirements to:

apply@rama-consulting.net

Attn: Customer Service Representative

Part & Full Time Opportunity Available

(Please, no phone calls)

Position Open Until Filled