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## **Outreach Associate**

*This is a grant-funded position through December 30, 2020. There is no guarantee that funding will be extended for this role.*

The Rhode Island Commerce Corporation (RICC), as the official economic development arm of the State of Rhode Island, works to drive prosperity in the state and help Rhode Island businesses and residents thrive and recover from the COVID-19 pandemic. A quasi-public agency, the Commerce Corporation serves as a government and community. We are a passionate, innovative, driven, and resourceful team inspired by the belief that we can expand opportunities so that more Rhode Islanders are able to succeed. We enjoy working for an administration that is truly invested in making change happen. People skilled at advancing strategic change in a fast-paced, dynamic environment thrive here.

## **Summary**

RICC has been charged with disbursing federal Coronavirus Relief Funds in support of Rhode Island businesses and employees before December 30, 2020. To do this, we are running a number of grant and business support programs which require direct support to grantees who seek to understand the programs and how to take advantage of them. The Rhode Island Commerce Corporation seeks an experienced outreach associate with strong communication and customer-support skills, dedicated follow-through, and a keen ability to multi-task. Specifically, the Outreach Associate will be responsible for:

## **Responsibilities**

- Provide direct, front-line customer support over the phone and via email to potential and current grantees and business partners; support businesses in understanding and applying for the relevant opportunities through CommerceRI for businesses impacted by COVID-19
- Catalogue inquiries and report trends and additional needs from the field to CommerceRI leadership
- Manage intake of all requests through designated CRM efforts (Salesforce)
- Follow up if needed to identify additional information or follow up

## **Key Competencies**

- **Resourcefulness:** Job requires problem solving and finding ways over, around or

through barriers to success. A bias for action. A results-oriented "doer."

- **Initiative** - Job requires a willingness to take on responsibilities and challenges
- **Achievement/Effort** - Job requires establishing and maintaining challenging goals for self and others and exerting effort toward mastering tasks.
- **Dependability** - Job requires being reliable, responsible, and dependable, and fulfilling obligation.

### **Qualifications and Skills**

- Associate's degree or five years of related job experience
- Ability to multi-task, prioritize, and manage time effectively,
- Strong interpersonal skills,
- Expert level of written and verbal communications skills,
- Working knowledge of Salesforce CRM preferred
- Ability to work in a remote environment

This is a temporary assignment lasting approximately ten weeks. Resumes will be accepted until posting closes; Friday, October 16, 2020. Please submit a cover letter along with a professional resume via email to:

**Rhode Island Commerce Corporation**  
**315 Iron Horse Way – Suite 101**  
**Providence, RI 02908**  
[job.opportunities@commerceri.com](mailto:job.opportunities@commerceri.com)

*Rhode Island Commerce Corporation is an at-will employer; no employment contracts exist.*

*The Rhode Island Commerce Corporation (the 'Corporation') is an Equal Opportunity Employer. The Corporation does not discriminate on the basis of race, religion, color, sex, gender identity, sexual orientation, age, non-disqualifying physical or mental disability, national origin, veteran status or any other basis covered by applicable law. All employment is decided on the basis of qualifications, merit, and business need. The Corporation will not tolerate discrimination or harassment based on any of these characteristics.*