

Operations Assistant | Job Description

Ficomm Partners ("Ficomm") is a strategic marketing and PR consulting firm serving financial services companies, specializing in the financial advisory and wealth management communities. Our strategic communications programs include branding, marketing, digital outreach, public relations, marketing consulting, and advisor education.

Ficomm's clients include independent registered investment advisory (RIA) firms, financial advisor practices, and large financial advisory teams.

At Ficomm, our competitive advantage is built on the strength of our relationships and our reputation in the industry, our enjoyment collaborating with each other and for what we do, and our desire to build a new and improved approach to marketing, enabling growth for our clients. Our culture is collaborative, high-intensity, and fully engaged, which we maintain by investing in highly motivated and enthusiastic people who are interested in being part of something different and exciting.

OUR VALUES

Integrity Without Compromise

We keep our word, do what we say, and always strive to do the right thing every day.

Intentionally High Standards

We're high performers with high expectations for ourselves, our work, and our clients. We create an environment where all Ficommers can continuously perform at the top of their game, recharge when they need it, and come back twice as strong.

Tenacious Growth Mindset

Complacency has no place here. We are constantly seeking forward-thinking, disruptive, and innovative ideas to drive internal and external growth. We're tenacious about this, even when it's hard, because that is when the real growth happens.

Team Before Self

We're happy to leave our egos at the door, humbly accept feedback, learn with enthusiasm, embrace the gifts that others bring, and work together toward a common goal.

POSITION OVERVIEW

Location: Remote

The Operations Assistant provides day-to-day administrative and operational support to the EVP, head of Client Success & Operations functions, under the guidance of the Senior Executive Assistant. The role ensures accuracy and timelines in managing administrative systems, financial processes, HR support, and client onboarding documentation.

The ideal candidate thrives in a fast-paced environment, anticipates needs before they arise, and can manage sensitive information and financial processes with precision. Clear and timely communication is essential in this role, as you will be a critical link between leadership and the boarder team.

RESPONSIBILITIES

Executive & Administrative Support

- Manage EVP's calendar, coordinating with the Senior EA to align priorities.
- Monitor and elevate/respond to messages in the Operations and Accounting inboxes.
- Prepare routine communications and track follow-up tasks.

Finance & Accounting Support

- Track accounts receivable/payable and flag outstanding items.
- Prepare and organize monthly invoice documentation.
- Support payroll and expense reconciliation processes.

Human Resources & Team Operations

- Assist with employee onboarding and offboarding tasks (systems access, documentation, equipment requests).
- Maintain subscription records and renewals.
- Support HR and payroll workflows with accurate data entry and tracking.

Business Development & Reporting

- Update HubSpot with new business information.
- Assist in drafting and tracking client contract agreements and preparing DocuSign envelopes.

Systems & Knowledge Management

- Maintain organization and accuracy in Dropbox, ensuring files are up to date.
- Take ownership of keeping systems not just organized but also optimized.
- Provide light project support for cross-team initiatives.

QUALIFICATIONS

- 1–3 years of administrative or operations support experience preferred.
- Proven ability to succeed in a fast-paced, detail driven environment.
- Strong organizational skills with high attention to detail.
- Comfortable working with numbers (invoicing, payroll, AR/AP tracking).
- Proficiency in Microsoft Office Suite; experience with HubSpot, Dropbox, QuickBooks, and DocuSign are a plus.
- Strong communication skills with the ability to prioritize multiple tasks in a fast-paced environment.

WHY YOU'LL LOVE WORKING HERE

- Opportunity to shape marketing strategies for innovative financial firms
- A culture that values creativity, collaboration, and growth
- Exposure to a wide range of clients and challenges that stretch your thinking
- A supportive environment that encourages career development and leadership growth
- Remote flexibility with a high performing, connected team

HOW TO APPLY

Send your resume and a short note about why you're excited to work with Ficomm Partners to connect@ficommpartners.com. We'd love to hear from you.