



Scott Services Group, LLC

Yolanda Scott

P.O. Box 576

Jonesboro, GA 30237-0576

678-392-9527 office

info@scottservicesgroup.com

www.scottservicesgroup.com



Administrative Support

- Managing client's calendar/schedule
- Building or managing databases (of contacts, for example)
- Booking appointments and calls
- Making travel arrangements
- Monitoring voicemail
- File management (in Google Drive, Dropbox, etc.)
- Data entry
- Creating reports
- Generating forms
- Preparing slideshows
- PDF conversions
- PDF merging or splitting
- Drafting letters, emails, internal communication, etc.
- Preparing agendas
- Sending cards/gifts (for holidays, thank you's, milestone events, etc.)
- Personal online shopping
- Setting up spreadsheets
- Drafting presentation slides

Customer Service

- Processing orders and shipments
- Processing refunds
- Handling customer inquiries
- Operating live chat
- Following up on orders, inquiries, etc.
- Chasing outstanding payments
- Updating member records
- Inviting/approving requests to join a membership community (e.g. Facebook)
- Setting up/updating CRM tools (Customer Relationship Management)

Content Production

- Sourcing photos
- Editing photos
- Creating graphics
- Uploading posts

- Formatting posts to be published
- Scheduling posts for publication
- Improving posts with social share options (such as Click-to-Tweet)
- Adding internal links to posts
- Adding affiliate links to posts
- Proofreading posts
- Editing posts
- Coordinating with contributors and guest posters
- Managing the editorial calendar
- Generating topic ideas
- Drafting content
- Topic research
- Compiling, formatting and uploading e-books

Social Media

- Setting up new pages, accounts, groups, etc.
- Promoting new posts across various social media channels
- Promoting old posts via social media
- Promoting posts of others via social media
- Keeping the conversation going via social media (by creating polls, for example)
- Sharing images/videos/articles
- Replying to mentions/messages/comments on social media
- Designing banners, headers and backgrounds
- Growing social media followings
- Creating giveaways and contests
- Researching popular hashtags for your client's niche
- Creating and running ad campaigns (e.g. Facebook or Instagram ads)
- Uploading presentations on Slideshare or Prezi
- Setting up social scheduling tools (such as Buffer, Tailwind, Hootsuite or MeetEdgar)
- Uploading content to social scheduling tools
- Writing or updating online business profiles (e.g. LinkedIn)
- Managing online communities (such as Facebook groups or other online forums)

Email (Inbox) Management

- Setting up Gmail or any other email client
- Replying to common questions
- Flagging important messages that need a reply
- Following up on sent emails
- Deleting spam
- Unsubscribing from unwanted promotional lists
- Tagging and archiving emails



Finance

- Creating invoice templates
- Sending invoices
- Processing payments
- Bookkeeping
- Handling basic payroll duties

Email Marketing

- Setting up auto-responders
- Scheduling email campaigns
- Designing email templates
- Managing the newsletter
- Email list segmentation
- Track email campaigns (click throughs, conversions, unsubscribes)

Outreach

- Leaving comments on other blogs
- Setting up interviews
- Distributing press releases
- Booking speaking engagements

Online Marketing

- Setting up webinars
- Providing tech support during webinars
- Creating newsletters
- Creating and managing giveaways and promotions
- Writing product descriptions
- Designing fliers and brochures
- Writing scripts
- Editing content
- Image editing (basic) for each audio or video piece
- Inserting audio or video files on blog or website
- Sharing audio or video files across platforms
- Doing audio or video transcription

Website Maintenance

- Setting up new sites
- Adding new pages
- Customizing themes
- Installing and updating plugins
- Setting up integrations (with social media, mailing lists, etc.)
- Setting up and integrating a shop page and/or payment gateway
- Virtual event support
- Graphic design

