



Rental Assistance Triage Associate – Worcester, MA

The primary purpose of this position is to provide Housing Choice Voucher Program support. The Rental Assistance Triage Associate provides administrative support to the Housing Choice Voucher Program Representatives. The Triage Associate will work with clients and landlords to ensure exceptional customer service.

Key Responsibilities:

- Responsible for phone triage. This includes all incoming calls forwarded from the RCAP main line, as well as director and supervisor lines
- Timely forwarding of voicemail and message
- Working with the program representatives and determining whether walk-in clients should be seen for basic functions, including but not limited to: dropping off and picking up paperwork, taking date stamped copies for file.
- Daily receipt, sorting and distributing WFO mail
- Scan all mail documents in to Tracker
- Ensure Tracker notes are inputted for each client/ landlord contact
- Work with intake coordinator to do intakes and Spanish briefings, maintain the waiting list
- Filing and setting appointments

Education

High School Diploma/GED Equivalent

Experience Requirements:

- At least one year experience working in the customer service field.
- Knowledge of computer systems and database functions, Microsoft Office highly desirable.

Working Conditions:

Typical office environment

Location – Worcester, MA **Grade Level:** 14

Compensation and Benefits:

RCAP Solutions, Inc. offers an excellent compensation and benefits package, including health, dental, 403b, vacation, 13 paid holidays, STD/LTD, etc.

To Apply:

Interested candidates should submit a resume and cover letter to:

RCAP Solutions, Inc.

Human Resources Department

205 School Street, Gardner, MA 01440

Email: HR@rcapsolutions.org, Fax: (978) 630-2751

205 School Street • Gardner, MA 01440
1.800.488.1969 • TTY: 978.630.6754
FAX: 978.630.2751 • www.rcapsolutions.org