



Receptionist/Administrative Assistant – Worcester, MA

RCAP Solutions is currently seeking a qualified individual to join our Team as the Receptionist/Administrative Assistant at our Client Resources Offices in Worcester, MA.

The Receptionist/Administrative Assistant will create a positive first impression for RCAP by providing key support for the organization’s internal and external customers. This individual will manage a wide range of activities including: incoming calls, greeting clients and visitors, and providing general front desk office support. The position will also maintain the Resource Center with information in the general area of housing. He/she will develop and maintain housing resource databases, and assist with outreach activities of RCAP Solutions. This person will assist office management of Worcester in regard to all operational issues to include issues such as heat, building maintenance and snow removal.

Key Responsibilities

Customer Service:

- Greet all external and internal customers in a courteous and pleasant manner.
- Manage all front desk issues including but not limited to the routing of incoming phone calls, visitor log, scheduling of Conference Rooms including welcome signage, and staff announcements and assist in providing referral services to walk-ins.
- Act as a help agent with the computers located in the Resource Center.
- Provide general information and assistance, including using RCAP’s Language Access Plan (LAP) services to walk-in clients in the Worcester, MA office

Administrative Support:

- Provide necessary and appropriate administrative support to programs within the RCAP organization, particularly those housed at the Worcester office under the direction of the HCEC Director.
- Serve as liaison for building maintenance, heat and snow removal.
- Maintain accurate and up-to-date computer databases on client population, housing resources, services and programs available throughout our service area.
- Conduct independent research that is relevant to the Resource Center.
- Distribute and maintain all Resource Center materials including brochures, statistical records, promotional materials, and intake documents.
- Database management i.e., website inquiries, training review surveys, training participant lists, landlord apartment listings.
- Process and distribute incoming mail, outgoing mail and maintain log of faxes received and distributed.
- Other administrative duties as directed.

Continued

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Education and Experience Requirements:

- High School Diploma
- Associates' Degree or equivalent preferred.
- 1-2 year's relevant experience and/or training, customer service.
- Sensitivity to a diverse client population
- Bi-lingual required (English/Spanish)
- Strong organizational skills
- Excellent verbal and communications skills
- Ability to work independently on assigned tasks as well as accept direction on given assignments
- Able to work collectively with administrative team associates
- Proficient in Microsoft Office (Excel, Power Point, Word, Outlook, Access Database)

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:

Send cover letter and resume to our Human Resources Department.
Email: HR@rcapsolutions.org or Fax: (978) 630-2751.