



Front Desk Associate

The Front Desk Associate provides administrative support to various departments within the organization. The Front Desk Associate provides exceptional customer service to clients, landlords, and staff.

Key Responsibilities:

- Welcome and direct visitors and callers to appropriate program/staff
- Answer and dispatch all incoming phone calls, this includes calls forwarded from the RCAP main line, as well as Director and Supervisor lines
- Forward voicemail and messages in a timely manner.
- Work with the Program Representatives and determine whether walk-in clients should be seen for basic functions, including but not limited to: dropping off and picking up paperwork.
- Collect, process, and distribute confidential client paperwork. This includes making copies and dating documents.
- Open, stamp, sort, and distribute all incoming client related mail for programs.
- Scan all mailed documents into Tracker and ensure Tracker notes are entered for each client/landlord contact.
- Assist programs with scheduling client appointments as needed.
- Assist in maintaining intake booth and conference room reservations.
- Other duties as assigned.

Education Requirements:

- High school diploma or equivalent
- Associates degree preferred or equivalent experience.

Experience Requirements:

- Minimum of three years' working in an office environment and customer service field.
- Experience in Human Services, or non-profit environment preferred.
- Must be organized and detail oriented.
- Ability to work calmly, effectively, and independently in a fast-paced office environment with frequent interruptions.
- Proven computer skills in Microsoft office: (Word, and Outlook)
- Experience using office equipment including: Phones, Fax Machines/Programs, Copiers, and Scanners. Excellent communication skills both verbal and written.
Bilingual: English and Spanish, or English and another language.



Working Conditions:

- Typical office conditions include the ability to spend long hours sitting and using office equipment Phones, Fax Machines/Programs, Copiers, and Scanners.
- Move regularly from sitting to standing position as well as frequently bending to file and maintain files.
- Ability to work on repetitive tasks and use fine motor skills and handle and control objectives.
- Ability to use and earpiece or headphones to speak, listen and understand others.
- Occasional lifting 10-20lbs.

Location –Worcester, MA

Grade: 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:

Send cover letter and resume to our Human Resources Department or Email: [HR @rcapsolutions.org](mailto:HR@rcapsolutions.org) or Fax: (978) 630-9651.

191 May Street • Worcester, MA 01602
800.488.1969 • TTY 978.630.6754
Fax: 978.630.9651 • www.rcapsolutions.org