

Organization Overview: Founded in 1984, the Cambodian Mutual Assistance Association is dedicated to improving the quality of life for Cambodian Americans and other minorities and economically disadvantaged persons in Lowell through educational, cultural, economic, and social programs.

Position Overview: Reporting to the Program Manager, the Front Desk Assistant will be responsible for the operational success of CMAA's daily front desk/ walk-in services. The ideal candidate will have a strong commitment to working in a progressive community development and a mission-driven organization.

Responsibilities:

- Organize and coordinate appointments for walk-in service clients.
- Phone call reception duties.
- Collect and enter data for surveys
- Register community members to vote.
- Assist with wrap-around services including interpretation and advocacy for walk- in service clients.
- Outreach to community members and businesses.
- Work with the Program Manager to develop objective performance measurements across all sites, to ensure consistent, high-quality evaluation and goal setting for all volunteers.

Qualifications:

This is a wonderful opportunity for an individual who is looking for entry-level work and to develop customer service management skills. The successful candidate will help with wrap-around services, partner with the Program and Intake Coordinator, and work collaboratively with a high-performance management team. Specific requirements include:

- Minimum of 1 year of clerical or administrative work.
- Excellent verbal and written communication skills.

- Well organized, detail-oriented with excellence in multitasking.
- Personal qualities of integrity, credibility, and a commitment to and passion for CMAA's mission.
- Able to work independently and in group settings with good teamwork ethics.
- Associates degree preferred but not required.
- Ability to speak in Khmer is a plus

Compensation: Salary commensurate with experience. Full time.

Procedure for Applying: Qualified candidates should e-mail their current resume, with a cover letter indicating interest in the position to Hannah Phan, Program Manager at hpan@cmaalowell.org. Applications will be reviewed on a rolling basis.

CMAA is an equal opportunity employer