



## **Wrap-Around Community Services Assistant/Receptionist**

**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:** The successful candidate is friendly, patient, compassionate, empathetic, able to multitask, work well under pressure, and willing to learn additional skills to support the Team. Someone who has a deep passion for making a difference in their community. The Wrap-Around Community Services (WACS) Assistant/Receptionist reports directly to the WACS Manager.

### **Key responsibilities include:**

- Organize and coordinate appointments for walk-in service clients
- Handle phone inquiries with professionalism and courtesy
- Greet clients and ensure they have a welcoming experience
- Keep the reception area clean, and organized
- Post public information in the reception area as directed by the WACS Manager
- Ensure clients sign in, collect, and enter into the CMAA's database
- Assist with all walk-in services, including interpretation and advocacy
- Assist clients in applying for public benefits such as MassHealth, SNAP, TANF, citizenship applications, etc.
- Complete all necessary training and workshops such as the MassHealth Certified Applicant Counselor (CAC) certification.
- Participate in CMAA events and tablings
- Other duties as directed by the WACS Manager and/or the Executive Director

### **Qualifications:**

- Minimum of 2 years of clerical or administrative work, or 2 year minimum in a customer service setting.
- Excellent verbal and written communication skills.
- Well-organized and detail-oriented with excellence in multitasking and prioritizing to meet deadlines.
- Personal qualities of integrity, credibility, and a commitment to and passion for CMAA's mission.



# CMAA គម្រោងជំនួយ

CAMBODIAN MUTUAL ASSISTANCE ASSOCIATION OF GREATER LOWELL, INC. →

- Ability to learn and comprehend the extensive services WACS provides through demonstrations, manuals, shadowing, or hands-on work
- Ability to handle conflicting situations in a professional manner and with poise
- Ability to work independently and in group settings with good teamwork ethics.
- An associate degree is preferred but not required.
- Proficiency in Khmer conversation is required.

**Compensation:** Salary commensurate with experience. It is a full-time position with medical, dental, and vision insurance, 401K, paid vacations, and holidays.

**Starting Date:** February 15, 2024

**To Apply:** Please submit your cover letter and resume to Sothea Chiemruom, Executive Director, at [jobs@cmaalowell.org](mailto:jobs@cmaalowell.org).

CMAA is an equal opportunity employer and considers applicants for all positions regardless of race, color, religion, gender, age, disability, marital or veteran status, sexual orientation, or any other legally protected status.