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**Seasonal Positions 2018**

**Bilingual Assistant Drop Off Manager**

*Position lasts January – April*

### **Description**

The Bilingual Assistant Drop Off Manager ensures the timely completion of returns that have been dropped off by clients, provides volunteer support and guidance, and conducts outreach to inform clients, volunteers and staff of the Drop Off Program. This is a full-time position made up of a combination of daytime, evening and weekend hours.

### **Job Responsibilities**

- Track returns throughout the drop off process
- Ensure a timely turnaround time
- Communicate with drop off clients on the status of their returns
- Address any issues (missing information) by promptly contacting clients
- Communicate regularly with Community Tax Center managers on the status of returns
- Conduct drop off program outreach on-site at tax center locations
- Oversee and staff volunteer shifts preparing drop off returns
- Provide volunteer support and guidance during volunteer shifts
- Other duties as assigned

### **Basic Qualifications**

- Bilingual in English and Spanish
- Experience coordinating programming
- Experience providing customer service

### **Requirements**

- Certify at the Military level of tax preparation (training provided)
- Travel between sites as necessary

### **Position location**

This position visits individual tax center locations on a regular basis; however, the home office for this position is at the Community Financial Center South, 2600 West Stassney (at Westgate), 78745.

**How To Apply:** Please send a cover letter, resume and three references to [resume@foundcom.org](mailto:resume@foundcom.org). Type “**Bilingual Assistant Drop Off Manager**” in the Email Subject Line. This is a full-time position. No phone calls or visits. No duplicate applications. Our seasonal positions pay \$13-20 per hour depending upon a candidate's experience and the position's responsibilities.

**NOTE:** Applicants who do not follow ‘How To Apply’ instructions will not be considered.

**Deadline to Apply: DECEMBER 1<sup>ST</sup>, 2017**