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Seasonal Positions 2018

Bilingual (English/Spanish) Customer Support Specialist

Position lasts January – April

Description

The Bilingual Customer Support Specialist plays a vital role in ensuring that tax returns are processed in a timely manner. S/he will call clients whose tax returns need special attention in order to process.

Job Responsibilities

- Explain the errors that prevent the tax return from being accepted by the IRS
- Obtain additional information necessary to correct the tax return
- Obtain any documents missing from our files
- Inform the clients of their responsibilities
- Correct the tax return information (preferably without having to call the client)
- Provide detailed notes for each client case
- Send letters to clients whose errors cannot be resolved in a timely fashion
- File client paperwork
- Respond to client questions on the tax help line
- Protect confidential client information
- Other duties as assigned

The Customer Support Specialist will respond to client inquiries via telephone and e-mail primarily, but will engage in face-to-face client contact as necessary.

Essential Skills

The ideal candidate will possess:

- Excellent communication skills
- Great organizational skills
- A pleasant, professional demeanor (on phone and in person)
- Good computer skills (can easily pick up new software programs)
- Ability to communicate effectively in Spanish (over the phone, in person and in writing)
- Certify to advanced level of tax preparation (training provided)

Position Location

The Community Financial Center South, 2600 West Stassney Lane (at West Gate Blvd), 78745

How To Apply: Please send a cover letter, resume and three references to resume@foundcom.org. Type “**Bilingual (English/Spanish) Customer Support Specialist**” in the Email Subject Line. This is a full-time position. No phone calls or visits. No duplicate applications. Our seasonal positions pay \$13-16 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 1ST, 2017

Foundation Communities is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability, veteran status, sexual orientation & gender identity.