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Seasonal Positions 2018

Bilingual Intake Coordinator

Positions last January – mid-April

Description

Intake Coordinators greet clients as they arrive at the tax centers, screen clients for eligibility for services, validate clients' identity, help clients assemble their tax documents in preparation to meet with one of the tax preparers, and support volunteers.

Job Responsibilities

- Assist Site Manager with opening and closing tasks
- Train volunteers on the intake process and support volunteers throughout their shifts
- Welcome and screen clients for eligibility
- Validate clients' identity via ID documents provided
- As necessary, help clients complete intake survey
- Assemble clients' paperwork to prepare them to meet with a tax preparer
- Address basic client questions
- Monitor intake/waiting area activities and provide recommendations to further efficient and effective customer service
- Monitor inventory and ensure adequate supplies are available for each operating day
- Ensure confidentiality of sensitive client information.
- Other duties as assigned

Basic Qualifications

- Bilingual in English and Spanish
- Experience in customer service

Requirements

- Certify at the advanced level of tax preparation (training provided)

How To Apply: Please send a cover letter, resume and three references to resume@foundcom.org. Type "Bilingual Intake Coordinator" in the Email Subject Line. Part-time and full-time positions are available. Please specify which one you would prefer in your cover letter. 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.