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**Seasonal Positions 2017**

**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, 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
- 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)

**To Apply**

Please send a cover letter, three references, and resume to [resumes@foundcom.org](mailto:resumes@foundcom.org). Be sure to include the position or positions for which you are applying in the subject line and body of your email. No phone calls or in-person visits, please. Our seasonal positions pay \$13-16 per hour depending upon a candidate's experience and the position's responsibilities.

*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.*