



**Seasonal Positions 2018  
Supervising Site Manager**

*This position lasts November 2017 – April 2018*

**Description**

Under the direction of the Tax Services Manager and Director of Financial Programs, the Supervising Site Managers will ensure all six tax sites are run effectively and efficiently. This position is a 20 hour/week position November-December and increases to 30-40 hours per week January-April. This position requires a flexible schedule; daytime, evening, and weekend hours will be a regular part of the schedule.

**Job Responsibilities**

Work with the other Supervising Site Manager to:

- Hire and train a team of 10-15 new and returning Site Managers on tax center operations and procedures
- Help create and maintain a positive team environment where seasonal employees feel appreciated and supported
- Lead bi-weekly staff meetings
- Regularly recognize employees for their contributions
- Schedule site staffing
- Manage sites as needed (for example, when a staff member calls in sick)
- Approve time cards and mileage reimbursements
- Be available by phone during specified periods for Site Managers to call for support
- Be on-site at Tax Sites to offer continued support and training to Site Managers
- Help site managers transmit tax returns from the sites as needed
- Coordinate the delivery of materials to tax sites with the Operations Manager
- Communicate regularly with the Tax Services Manager on issues relating to quality
- Coordinate with the Drop-off Manager to ensure efficient and effective delivery of the Drop-off Program
- Other duties as assigned

**Preferred Qualifications**

- Bilingual in English and Spanish
- Experience in customer service
- Experience with tax preparation

**Requirements**

- Certify at the advanced and HSA level of tax preparation (training provided)
- Complete the SPEC Site Coordinator Training
- Receive training to transmit tax returns
- Maintain regular communication with the Tax Services Manager
- Access to reliable transportation and ability to travel regularly between six tax sites in Austin and Round Rock (will be reimbursed for mileage)

**How To Apply:** Please send a cover letter, resume and three references to [resume@foundcom.org](mailto:resume@foundcom.org). Type “**SUPERVISING SITE MANAGER**” in the Email Subject Line. No phone calls or visits. No duplicate applications.

This position will pay \$18-20 per hour depending on qualifications and experience.

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

**Deadline to Apply: SEPTEMBER 15<sup>th</sup>, 2017**