



**Seasonal Positions 2018**  
**Tax Operations Manager**

*This position lasts November 2017 – April 2018*

**Description**

Under the direction of the Tax Services Manager and Director of Financial Programs, the Tax Operations Manager is responsible for ensuring the smooth operations of the six tax center locations with particular attention to the client intake process. This position is a 20-hour per 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**

- Arrange for the setup of each tax site in coordination with site hosts and movers
- Ensure computers, internet, and phones are set up and working at each tax site before and during the season
- Make sure tax supplies are fully stocked throughout the tax season and work with the Administrative Coordinator to order additional supplies as needed
- Deliver supplies and materials to various tax center locations
- Work with Site Managers and Intake Coordinators to ensure smooth operations throughout the season
- Check in with site hosts regularly regarding any issues related to the tax site
- Interview and hire a team of 10-15 Intake Coordinators to staff the six tax sites during all open hours
- Train Intake Coordinators to greet clients, screen clients for eligibility, and help clients assemble their tax documents
- Provide ongoing training and support to Intake Coordinators at six tax center locations
- Remain in regular communication with Intake Coordinators regarding intake operations at tax center sites, including regular site visits
- Ensure clients receive accurate information and exceptional customer service from the Intake Coordinators
- Maintain Intake Coordinator schedule and respond to requests for time off or adjustments to work schedules
- Fill in for absent Intake Coordinators
- Approve time cards and mileage reimbursements for Intake Coordinators
- Transmit tax returns as requested
- Other duties as assigned

**Requirements**

- Access to reliable transportation and ability to travel regularly between six tax sites in Austin and Round Rock (will be reimbursed for mileage)
- Certify at the advanced level of tax preparation (training provided)
- Attend mandatory bi-weekly staff meetings
- Bilingual in English and Spanish strongly preferred
- Experience in customer service strongly preferred

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

This position will pay \$16-18 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**