



Tax Services Manager

Foundation Communities (FC), a nationally-recognized provider of affordable housing and financial stability programs, seeks an experienced, entrepreneurial leader to oversee our Community Tax Centers program. For more than 12 years, FC has administered a Volunteer Income Tax Assistance (VITA) program that helps low-income community members prepare their taxes for free. Our IRS-trained volunteers prepare more than 20,000 tax returns per year that return more than \$34 million in refunds to the local economy. The Tax Services Manager will provide technical oversight and management of the Tax Services program. This position reports to the Director of Financial Programs. Responsibilities may include but are not limited to:

Technical Oversight

- Ensure high-quality tax preparation services during year-round and seasonal tax center sites
- Oversee the transmitting functions and staff
- Oversee the drop-off tax preparation program and staff
- Remain knowledgeable on current tax law issues and act as a resource for staff and volunteers
- Ensure that all tax program materials are accurate and complete
- Assist with tax training for volunteers as needed
- Oversee Schedule C tax preparation activities
- Coordinate Certified Acceptance Agent (CAA)/Individual Taxpayer Identification Number (ITIN) Services
- Provide training and guidance to staff working as CAAs
- Conduct ITIN (W-7) training for staff and volunteers

Program Management

- Work with the Director of Financial Programs to:
 - Recruit, hire, and supervise key tax program leadership positions
 - Develop a staffing plan and hire seasonal staff
 - Ensure adequate data collection and reporting for funders
 - Develop and implement innovative strategies for improving the quality of the tax program
 - Evaluate filing seasons and plan for future tax seasons
- Manage the process for receiving and responding to client complaints and concerns
- Regularly communicate with IRS SPEC representatives
- Collaborate with Financial Program team members to facilitate referrals between the tax program and other financial programs at FC
- Conduct presentations to community organizations on tax-related issues, especially as they relate to ITIN holders or potential ITIN applicants
- Conduct training for 2-1-1 call center staff on CTC services
- Be the main contact for 2-1-1 call center staff

Requirements

- Must have Enrolled Agent (EA) or Certified Public Accountant (CPA) certification
- Experience working with low-income or economically disadvantaged clients preferred
- Experience working in a VITA or other community tax program preferred
- Bilingual (English/Spanish) preferred

How To Apply: Please send a cover letter, resume and three references to resume@foundcom.org. Type "**CTC TAX SERVICES MANAGER**" in the Email Subject Line. No phone calls or visits. No duplicate applications. The salary will depend on qualifications and experience.

NOTE: Applicants who do not follow 'How To Apply' instructions will not be considered.

Deadline to Apply: OCTOBER 16TH, 2017