



## COMMUNITY TAX CENTERS SEASONAL POSITIONS

### Bilingual Customer Support Specialist

Seasonal Position: December 2018 – April 2019

Foundation Communities seeks to form a team of energetic, enthusiastic individuals who can help us serve over 20,000 clients at our Community Tax Centers (CTCs) for the 2019 tax filing season. CTC employees make a tremendous impact in the Austin community while gaining meaningful non-profit experience working for a well-respected organization. Under the direction of the Transmitting Office Manager, bilingual customer support specialists respond to client inquiries via telephone and email and work exclusively at the Community Financial Center South location (2600 West Stassney Lane). Full-time and part-time positions including weekdays, evenings, and weekends are available.

#### Job Responsibilities

- Respond to client questions on the tax help line, providing high quality customer service.
- Provide detailed notes for each client case and collect information as necessary to successfully resolve the issue.
- File client paperwork and maintain organized records in the Transmitting office.
- Effectively use email, scanning software, Google Drive, and other technology in site operations.
- Protect client confidentiality.
- Other duties as assigned.

#### Essential Skills

- Bilingual in English and Spanish (both in speaking and writing)
- Professional demeanor with excellent communication, customer service, and organizational skills

#### Requirements

- Complete specified tax certifications by 5pm on January 20, 2019 (training provided)
- Attend all of the following training sessions: (all start and end times are approximate):
  - New Hire Orientation: Saturday, December 1, 2018 from 9am-12pm (alternate: Jan 2 from 10am-1pm)
  - Tax training: December 5 and 6 from 5:30-9:30pm, December 11 from 10am-4pm  
(Alternative dates: January 2 and 3 from 5:30-9:30pm, January 14 and 15 from 6-9pm)
  - Operations & additional tax training: (day and evening option available for most trainings)
    - [#1] Jan 2 from 1:30-4:30pm or Jan 7 from 6-9pm      [#2] Jan 3 from 1:30-4:30pm or Jan 8 from 6-9pm
    - [#3] Jan 8 from 9am-12pm or Jan 9 from 6-9pm      [#4] Jan 8 from 1-4pm or Jan 12 from 9am-12pm
    - [#5] Jan 10 from 9am-12pm or Jan 19 from 9am-12pm
    - [#6] Jan 9 from 9am-12pm or Jan 12 from 1-4pm      [#7] Jan 9 from 1-4pm or Jan 19 from 1-4pm
    - [#8] Jan 5 from 10am-1pm (no alternate date)      [#9] Jan 5 from 1:30-4:30pm (no alternate date)

**To Apply:** Please submit your resume, cover letter, and three references to [seasonaljobs@foundcom.org](mailto:seasonaljobs@foundcom.org). Enter “**Bilingual Customer Support Specialist**” in the email subject line. In your cover letter, please specify your availability. This position pays \$14 per hour.

*Foundation Communities is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, age, disability, veteran status, sexual orientation & gender identity.*