



COMMUNITY TAX CENTERS SUMMARY OF SEASONAL POSITIONS

Seasonal Positions: 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. Every year we prepare thousands of tax returns for households earning less than \$55,000 annually, saving clients hundreds of dollars in tax preparation fees and bringing in millions of dollars in refunds to our local economy. In addition to tax preparation, we also provide opportunities for clients to save and improve their financial well-being.

CTC employees make a tremendous impact in the Austin community while gaining meaningful non-profit experience working for a well-respected organization. Full-time and part-time positions including weekdays, evenings, and weekends are available. Positions last four to five months with paid training provided. We offer a variety of work schedules ideal for experienced professionals, newcomers to the workforce, retirees, and students alike.

To apply: Please submit your resume, cover letter, and three references to seasonaljobs@foundcom.org. State the position(s) you are interested in the email subject line. In your cover letter, please specify your availability.

The following positions are available:

Bilingual Intake Coordinator (part-time and full-time positions available)

Intake Coordinators greet clients upon arrival at the tax center, conduct eligibility screenings, assist taxpayers in assembling all required information and documents, and provide onsite operations support.

Position duration: January to April, with some training in December

Preferred qualifications: Bilingual in English and Spanish; experience in customer service;

Site Manager (part-time and full-time positions available)

Tax site managers oversee operations at our seasonal tax center locations, providing support and guidance to volunteers, ensuring sites are operating efficiently, and completing administrative work related to the position.

Position duration: January to April, with some training in December

Preferred qualifications: Management and/or tax preparation experience; experience with volunteer programs; bilingual in English and Spanish

Supervising Site Manager (part-time and full-time positions available)

Our small team of supervising site managers provides support and guidance to site managers and ensures all tax sites are run effectively and efficiently.

Position duration: January to April, with some training in December

Preferred qualifications: Management or tax preparation experience; experience with volunteer programs or in customer service; bilingual in English and Spanish

Bilingual Customer Support Specialist (part-time and full-time positions available)

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).

Position duration: January to April, with some training in December

Essential skills: Bilingual in English and Spanish (both in speaking and writing); professional demeanor with excellent communication, customer service, and organizational skills

Transmitting Office Specialist (part-time and full-time positions available)

Transmitting office specialists work to resolve electronically transmitted returns that have been rejected, troubleshoot tax return diagnostic issues, and assist in other administrative work. Transmitting office specialists work exclusively at the Community Financial Center South location.

Position duration: January to April, with some training in December

Essential skills: Bilingual in English and Spanish (both in speaking and writing); professional demeanor with excellent communication, customer service, and organizational skills; comfortable with technology and ease in learning new software/programs

Transmitting Office Manager (part-time or full-time position available)

The Transmitting Office Manager is responsible for the setup and maintenance of tax software provided by the IRS. The Transmitting Office Specialist also plays a vital role in ensuring that tax returns are electronically transmitted (and re-transmitted, if rejected) in a timely manner.

Position duration: January to April, with some training in December

Preferred qualifications: Bilingual in English and Spanish; manager and customer service experience; comfort in working with a variety of software programs and technology

Drop Off Administrative Coordinator (full-time position available)

The Drop Off Administrative Coordinator supports the administrative functions of the Drop Off program. The Drop Off Administrative Coordinator works exclusively at the Community Financial Center South location.

Position duration: January to April, with some training in December

Preferred qualifications: Bilingual in English and Spanish; strong organizational and communication skills; experience in customer service and/or program coordination

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.