



## COMMUNITY TAX CENTERS SEASONAL POSITIONS

### Drop Off Administrative Coordinator

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 Tax Services Manager and Drop Off Manager, the Drop Off Administrative Coordinator supports the administrative functions of the Drop Off program. This is a full-time position composed of daytime, evening, and weekend hours. The Drop Off Administrative Coordinator works exclusively at the Community Financial Center South location (2600 West Stassney Lane).

#### Job Responsibilities

- Manage the administrative functions of the Drop Off program, which include receiving electronic scans of tax return documents, assigning files to appropriate folders based on required tax certification, providing updates to clients and staff regarding the status of returns, communicating with sites and clients to remedy missing or incorrect information, and regularly reviewing a spreadsheet tracking the status of returns processed through the Drop Off program to ensure all returns are handled efficiently and correctly.
- File client paperwork and maintain organized records in the Drop Off office (both electronic and physical) to ensure all returns can be located and tracked throughout the Drop Off process.
- Collect and provide Drop Off program data when requested for various reporting purposes.
- Effectively use email, scanning software, Google Drive, and other technology in program operations.
- Protect client confidentiality.
- Other duties as assigned.

#### Preferred Qualifications

- Bilingual in English and Spanish
- Strong organizational and communication skills
- Experience in customer service and/or program coordination

#### 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/weekend 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 “Drop Off Administrative Coordinator” 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.*