



COMMUNITY TAX CENTERS SEASONAL POSITIONS Site Manager

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 supervising site managers, tax site managers oversee operations at our seasonal tax center locations, providing support and guidance to volunteers and ensuring sites are operating efficiently. Full-time and part-time positions including weekdays, evenings, and weekends are available.

Job Responsibilities

- Ensure tax site runs smoothly by managing opening and closing procedures, maintaining the site space according to the site host's guidelines, implementing and enforcing program and IRS guidelines, and resolving client and volunteer conflicts in a prompt and professional manner.
- Provide overall support, guidance, and ongoing training to volunteers at the site. This includes conducting site orientations for new volunteers, validating the identity of volunteers and collecting the Volunteer Standards of Conduct Agreement from all site volunteers, communicating updates to volunteers in a timely fashion, and effectively utilizing the Volunteer Leadership Team (VLT) members.
- Transmit tax returns to the IRS, process acknowledgements of returns electronically transmitted, and work with the Transmitting office to resolve rejected returns and re-transmit them.
- Effectively use email, scanning software, Google Drive, and other technology in site operations.
- Protect client confidentiality.
- Other duties as assigned.

Preferred Qualifications

- Management and/or tax preparation experience
- Experience with volunteer programs (as a volunteer or coordinating volunteers)
- Bilingual in English and Spanish

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. Enter "Site Manager" in the email subject line. In your cover letter, please specify your availability. This position pays \$16-\$17 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.