



COMMUNITY TAX CENTERS SEASONAL POSITIONS Transmitting Office 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 Tax Services Manager, the Transmitting Office Manager is responsible for the setup and maintenance of tax software provided by the IRS. The Transmitting Office Manager also plays a vital role in ensuring that tax returns are electronically transmitted (and re-transmitted, if rejected) in a timely manner. We are looking for two people to serve in this role (in a part-time or full-time capacity) to ensure coverage across our weekday, evening, and weekend hours.

Job Responsibilities

- Oversee transmitting process for all tax sites, ensuring all returns are transmitted (as applicable) and all rejected returns are resolved correctly, professionally, and in a timely fashion.
- Configure tax software settings for each tax site (e.g. entering unique site information; customizing print packages, templates, and survey of questions within tax returns; activating/reactivating user IDs).
- Serve as a team expert in transmitting returns, including processing acknowledgements of transmitted returns, troubleshooting rejected returns, and re-transmitting rejected returns in a timely manner.
- Communicate with taxpayers as necessary regarding missing or incorrect tax return information and, as necessary, effectively explain any issues that arise in transmitting the return.
- Supervise team of transmitting office specialists and bilingual customer support specialists
- Work with the supervising site managers and Tax Services Manager to troubleshoot issues as they arise.
- Provide overall support and guidance to tax staff on all software updates.
- Regularly collect and analyze data for various reporting purposes.
- File client paperwork and maintain organized records in the Transmitting office.
- 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
- Management and customer service experience
- Comfort in working with a variety of software programs and technology

Requirements

- Complete specified tax certifications by 5pm on January 20, 2019 (training provided)
- Ability to travel occasionally between tax sites (mileage reimbursement 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 “**Transmitting Office Manager**” in the email subject line. In your cover letter, please specify your availability. This position pays \$18 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.