<u>Part-time, Temporary Client Service Rep</u>
This position is the initial point of contact for clients interested in having their taxes prepared by OnTrack WNC's IRS-trained tax preparers. The position is from approximately from **January 7, 2019 to March 29, 2019**. *No knowledge of taxes is necessary.*

The Client Service Representative must exhibit exemplary customer service skills presenting our tax services with professionalism, friendliness, empathy, and kindness. This individual must meet professional standards in attitude, knowledge, and skills; however, it is not necessary to have a background in tax preparation. We are looking for someone who can help us continue to improve how we serve people of color and low-income people. Candidate must possess the ability to screen callers accurately and efficiently, handle a high volume of phone calls, navigate computer programs quickly, prioritize tasks, collaborate in a team environment, organize work, and follow detailed procedures.

Salary: $13 an hour

Hours: 15-25 hours per week averaging 20 hours per week

Timeframe: January 7, 2018 to March 29, 2018

Tasks: Serve as initial point of contact for our agency on incoming tax phone calls & with tax clients entering our office; project a caring, professional, and friendly image to welcome them to our agency.

- Answer a high volume of incoming telephone calls and submissions from our website.
- Manage voice mails left in the tax program voice mail in an organized, efficient, and timely manner by either returning the call to schedule/reschedule a tax appointment or forwarding the calls to the appropriate person.
- Have strong understanding of OnTrack WNC's tax program and be able to share this information with callers/clients as appropriate.
- Screen callers for tax program eligibility either on the phone or via website submission, schedule appointment in client database, and mail/email tax appointment packets to clients.
- Welcome persons for tax appointments. Greet clients, gather paperwork, and notify tax preparers of arrival.
- Place reminder calls to clients two days prior to appointment.
- Copy, fold, and assemble tax client information packets and input demographic information into our client management system.

Qualifications:

- High School Diploma or equivalent.
- Personable and friendly attitude with a strong sense of professionalism and ability to remain calm in all situations.
- Strong ability to prioritize and organize.
- Basic computer knowledge in a professional setting.
- Desire to learn about agency and its programs to best serve agency, clients, and the community.

Applications: Submit cover letter and resume by email to:

Ellen Szedon
Email: Ellens@ontrackwnc.org
Subject: Client Service Representative Resume – Your Last Name

In your cover letter, please highlight pertinent qualifications and share why you are interested in a part-time, short-term position.

No phone or drop-in inquiries please.

Deadline: Accepting applications until December 14, 2018. Interviews will begin as qualified candidates are identified.
