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| Job Title: | **Tax Program Admin Support** |
| Department: | **Community Services** |
| Reports to: | **Financial Management Services Manager** |
| Grade: | **$12.00** |
| Supervises: | **N/A** |
| FLSA Status: | **Temporary Seasonal Part-time** |
| Prepared by: | **Karen A. K. Emerson** |
| Date: | **August 20, 2019** |
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| Purpose:To support free tax preparation service for the underserved in NMCAA’s communities through providing intake, scheduling, call backs and general support to Tax Program. |
| Essential functions:* Receptionist for tax program in Cadillac office.
* Schedule tax appointments.
* Assist customers with pre-tax packet.
* Prepare customer mailings.
* Provide reminder calls to customers.
* Back-up to Tax Scheduler as needed.
* Other duties as requested.
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| Position Objectives:* Greet customers and schedule appointments.
* Work with Tax Program staff to provide efficient and friendly service in seasonal tax preparation program.
* Represent NMCAA in a professional, supportive, and knowledgeable manner.
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| **Measured by:*** Annual performance reviews
* Annual ROMA reports
* Ongoing assessment
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| **Minimum Education:*** Some college.
* Associate’s or above preferred.
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| **Minimum Experience:*** None
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| **Essential Abilities:*** A commitment to the NMCAA philosophy and mission.
* Ability to maintain confidentiality.
* Ability to interact positively with co-workers and clients in a non-judgmental, tactful, and courteous manner.
* Ability to suggest innovative approaches in completing job responsibilities.
* Ability to work openly and cooperatively as a team member.
* Ability to perform physical tasks to carry out specific job duties.
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| **Minimum Skills Required:*** Strong computer Skills with experience in data management and reporting
* Excellent communication skills in customer service capacity
* Good organizational skills and self-motivated
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| **Minimum Physical Expectations:*** Physical activity that always requires keyboarding, sitting, phone work and filing.
* Physical activity that always requires extensive time working on a computer.
* Physical activity that often requires travel by car and/or air.
* Physical activity that often requires lifting under 25 lbs.
* Physical activity that sometimes requires bending, stooping, reaching, climbing, kneeling, and/or twisting to access files and records.
* Physical activity that sometimes requires lifting over 25 lbs. but not more than 50 lbs.
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| **Minimum Environmental Expectations:**The Tax Program Admin Support operates in an office setting. This position routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets, and fax machines. |