



Tax-Aid Site Manager Trainee Job Description

Tax-Aid has been helping families with low income prepare their tax returns in the San Francisco Bay Area for 28 years. We offer direct services to neighborhoods through the volunteer efforts of accountants, lawyers and other professionals who design, manage and implement the program. Together we strive to improve and expand our service of providing tax preparation assistance to families who are eligible to claim available tax credits.

We are seeking volunteers to become Site Manager Trainees. Our teams of volunteer Site Managers are responsible for running the operations at various locations throughout the Bay Area. Selected candidates will work directly with an experienced Site Manager this coming tax season and shadow them at their site. The goal is for the Site Manager Trainee to practice the organization, interpersonal and leadership skills while supervised by a Site Manager so that the Trainee can then assume the position of Site Manager the next tax season.

Report To: Tax-Aid's Senior Program Manager, Minnie Sage

Hours: Tax season total of 25 hours

Responsibilities

- Commit to volunteer all sessions of the assigned tax site during the season. (Approximately 5 times)
- Support the Site Manager from your tax site.
- Attend applicable training workshops and site orientation classes. (Approximately 4 total hours)
- Work with the public in a positive, respectful and empowering manner.

Preferred Skills, Experience, Attitude and Availability

- Strong interpersonal communication skills with people from diverse life circumstances.
- Strong attention to detail and ability to cope well in a fast paced situation.
- Interest in furthering your
 - Leadership skills by working with an all-volunteer team
 - Real time problem solving skills
 - Customer service skills
- Tax background desirable but not required.
- Experience working with low-income communities desirable.
- Must be available on five Saturdays during the tax season.
- Must be able to demonstrate enthusiasm and flexibility
- Bilingual skills desirable (English/Spanish, English/Cantonese or English/Mandarin).

Benefits

- Further your knowledge of tax law and utilize industry standard tax software.
- Meet and network with tax and legal professionals.
- Help make a substantial difference in the lives of clients.

How to Apply:

1) Register online for training at www.tax-aid.org.

2) Email admin@tax-aid.org and send us your name, email, and phone number and explain why you would be a good candidate for this position.