

## **Ladder Up Bi-Lingual Office Assistant**

Ladder Up provides hardworking people with the financial resources and opportunities they need to move up the economic ladder. By linking clients with over 1,100 volunteers, many recruited from Chicago area's top companies and universities; Ladder Up empowers families and enriches communities with practical financial solutions.

We provide free tax return preparation, college financial aid application assistance, and practical money management workshops.

### **Position Requirements:**

Ladder Up is looking for a Spanish-speaking, highly organized and self-motivated individual to serve as a seasonal receptionist/office assistant from January-April 2018. This individual will have the following responsibilities:

January-April (tax season)

1. Answer all incoming calls, responding to request or properly directing call. Including:
  - a. Register and coordinate volunteers, deliveries and guests
2. Assist with tax training set up, registration and reception
3. Returning hotline calls to answer client questions regarding tax site locations, schedule and required documents
4. Provide general support to staff during tax season

### **Qualifications:**

- Basic computer skills including Microsoft Excel
- Proficient in Spanish
- General office experience including scheduling and telephone skills
- Highly organized with strong attention to detail

This is a \$15 per hour position with office hours from 9:30-5:30 Mon-Thurs and flexible hours on Friday and Saturday. Schedule may vary with training schedule. Interested candidates should send a resume and cover letter to:

Jeanne Marie Olivieri  
Operations Manager-Ladder Up  
jolivieri@goladderup.org