

LADDER UP

Information for E-File Associates FY 2018-2019

Organizational Background

Ladder Up is a Chicago-based nonprofit committed to helping hardworking families and individuals access the financial resources they need to move up the economic ladder. The organization offers two free programs to Chicago-area clients:

- **Tax Assistance Program (TAP):** By training and deploying 800+ volunteers, Ladder Up offers free tax return preparation at more than a dozen Chicagoland tax sites
- **Life-Improving Financial Tools (LIFT)**
 - **Financial aid:** Ladder Up helps low-income, minority, and first-generation students access financial aid for higher education
 - **Financial literacy:** Ladder Up provides one-on-one financial coaching to individuals and on-site financial education workshops for partners

Bilingual E-file Associate Seasonal Position (January – May)

Position Description:

Ladder Up is looking for a **Spanish-speaking**, highly organized and self-motivated individual to serve as a seasonal electronic filing associate for TAP from mid-January to the end of May. Electronic filing (e-filing) is an essential aspect of our Tax Assistance Program, as our clients depend on this service to receive their tax refunds. E-filing takes place five days a week.

Qualifications:

- Proficiency in Spanish
- Accounting experience a plus, tax experience a plus
- Customer service experience
- Excellent oral and written communication skills
- Ability to communicate effectively and respectfully with diverse populations
- Flexibility and adaptability
- High level of motivation and interest in learning new skills
- Proficiency in Microsoft Office applications
- High level of organization and attention to detail
- Ability to follow up on client complaints and issues
- Quick learner that can work well in new situations or under pressure

The position is active from mid-January until the end of May. The pay is \$17/hour. Interested candidates should send a resume and cover letter to:

Greg Williams
Senior Coordinator, Technology & E-file
gwilliams@goladderup.org