

LADDER UP

Ladder Up is an entrepreneurial, Chicago-based nonprofit dedicated to providing free financial services to hardworking low-income families and individuals.

Ladder Up serves clients by offering free tax return preparation, college financial aid application assistance, financial coaching and education, and free legal representation to clients facing tax controversies.

Position Description and Responsibilities:

Ladder Up is looking for a highly organized and self-motivated **Spanish-speaking** individual to serve as a seasonal office assistant and customer service specialist in the main office in River North from February 2021 through mid-April 2021. This position is in-person. Fluency in Spanish is required for this position. This individual will have the following responsibilities:

General Office Administrative and Human Resources Support (30%)

- Help clients schedule an appointment through our appointment line.
- Work with the Office Administrator to answer all incoming calls, respond to client and volunteer inquiries, or direct calls to other staff members as needed
- Assist staff in maintaining the office supplies storage space and tracking IT and other office supply inventory
- Provide general support to staff during the tax season

Tax Assistance Program Support (70%)

- Assist with putting together the materials for tax sites that will be held off-site
- Help clients who would like to set up an appointment for tax preparations at one of the appointment designated sites.
- Assist with data entry related to tax program clients as needed
- Check and return hotline calls to answer client questions regarding tax site locations, schedule, and required documents
- Answer ITIN hotline calls and schedule appointments
- Provide general administrative support to TAP staff during the tax season

And other duties as assigned.

This a seasonal, hourly position that lasts from February 2021 through mid-April 2020. The Office Assistant will be expected to work Monday – Saturday for approximately 30-35 hours each week. Some early mornings (7 am) and evenings will also be required, due to the nature of the tax site open hours.

Interested candidates should send a resume to Karina Ruiz, Office Administrator at (kruiz@goladderup.org)