

LADDER UP

Foreign Language Interpreter/Intake Screener FY 2021-2022

Organizational Background

Ladder Up is an entrepreneurial, Chicago-based nonprofit dedicated to providing free financial services to hardworking low-income families and individuals. Through free tax return preparation, college financial aid application assistance, financial education, and legal representation, Ladder Up helps clients access the resources they need to move up the economic ladder. The organization offers three free programs to Chicago-area clients:

- Tax Assistance Program (TAP): By training and deploying 1,000+ volunteers, Ladder Up offers free tax return preparation at more than 25 tax sites
- Financial Capability
 - Financial aid: Ladder Up helps low-income, minority, and first-generation students access financial aid for higher education
 - Financial education: Ladder Up provides one-on-one financial coaching to individuals and on-site financial education workshops for partner organizations
- Tax Clinic: Ladder Up offers free legal representation to low-income taxpayers facing tax controversies

Foreign Language Interpreter/Intake Specialist (February 2022 – April 2022)

Position Description:

Tax Session Interpreters will assist volunteers and site staff during the Intake Screening, Client Case Review, Tax Preparation, and/or Quality Review, as needed. Interpreters help bridge the language gap at tax sites. Interpreters are trained as Intake Screeners, so that they are equipped to help to ensure that clients are eligible for services and will help the Quality Reviewer explain the tax return to the client.

Qualifications:

- Excellent customer service skills
- Strong fluency in one (or more) of the following languages, both written and verbal:
 - o Spanish
 - o Polish
 - o Chinese – Cantonese/Mandarin
- Enthusiastic and positive attitude
- Highly organized, detail oriented, and flexible in a dynamic environment
- Able to lift, move, and set up laptops at site locations

This seasonal position is active from February 1 through the end of the tax season (April 18, 2021). As part of the hiring and on-boarding process, all interpreters must complete certification process (approximately 1 hour), before their first assignment. After the first 6 hours of assigned shifts, Ladder Up will also pay in arrears for all time spent completing the online training and certifications.



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Hours will vary based on the tax sessions calendar, but predominantly take place on Saturday mornings between 9:00am - 1:30pm. Tax sites are located all over the greater Chicago area and suburbs, and the full list of locations can be found on the Ladder Up website: <https://www.goladderup.org/locations/>

The position is paid at a starting rate of \$16/hour, depending on experience, and may require a background check.

To Apply

Interested candidates for the 2022 tax season (February 2022 - April 2022) should send a resume, preferably between November 15, 2021 - January 15, 2022, to:

Evelyn Espinosa
eespinosa@goladderup.org
Tax Assistance Program Manager

For more information about Ladder Up, please visit www.goladderup.org