

LADDER UP

Customer Support Associate

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 800+ volunteers, Ladder Up offers free tax return preparation at multiple tax sites.
- Financial Capability
 - Financial aid: Ladder Up helps low-income families access financial aid for higher education.
 - Financial education: Ladder Up provides on-site financial education workshops for partner organizations.
- Tax Clinic: Ladder Up offers free legal representation to low-income taxpayers facing tax controversies.

Position Description (December 2023 - April 2024)

Ladder Up is looking for a highly organized and self-motivated Spanish-speaking individual to serve as a customer support associate. This individual will have the following primary responsibilities but not limited:

Duties include, but are not limited to, the following:

- a. Handle high volume of inbound and outbound calls with clients
- b. Respond to client and volunteer inquiries on Freshdesk
- c. Direct calls to other staff members as needed
- d. Provide accurate and timely information to clients regarding our services
- e. Resolve customer questions promptly while maintaining a professional and empathetic approach
- f. Help at the storage unit to create bins for tax sites
- g. Help e-filers mail paper returns
- h. Provide general support to staff during the tax season

Qualifications:

- Fluent in Spanish, other languages are a plus
- Customer service and/or other office experience is a plus
- Ability to communicate effectively and respectfully with diverse populations
- Flexibility and adaptability
- High level of motivation and interest in learning new skills
- Strong computer proficiency and experience using Microsoft Office applications (Outlook, Word, and Excel in particular)
- 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



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This seasonal position is active from December through the end of April (between 35-40 hours each week). The role is based out of the Ladder Up main office in River North. The starting rate is \$20-22/hour, depending on experience, and requires a background check.

As part of the hiring and on-boarding process, all successful candidates must complete the online training modules and pass the IRS Volunteer Income Tax Assistance (VITA) certification.

To Apply by November 20, 2023

Interested candidates should send a resume and cover letter to:

Lina Negret
lnegret@goladderup.org

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