

# LADDER UP

## **Intake Specialist/Interpreter**

### **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 multiple 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

### **Intake Specialist/Interpreter (January - April)**

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. Intake screeners support the site by checking clients in and are equipped to help to ensure that clients are eligible for services. Interpreters help bridge the language gap at tax sites.

Qualifications:

- Excellent customer service skills
- 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
- Strong fluency in the following languages:
  - Spanish
  - Polish
  - Chinese - Cantonese/Mandarin

This seasonal position is active from January through the end of the tax season (April 15). 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 training and certifications.

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## **Intake Screener/Interpreter**

Hours will vary based on the tax sessions calendar, and predominantly take place on weekdays and Saturday mornings. 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 \$18+/hour, depending on experience, and may require a background check.

### **To Apply**

Interested candidates for the tax season (January - April) should send a resume, before January 15, to:

Tax Assistance Program  
[info@goladderup.org](mailto:info@goladderup.org)

For more information about Ladder Up, please visit [www.goladderup.org](http://www.goladderup.org)