

# PREPARE + PROSPER

WORKING TOWARD A BRIGHTER FINANCIAL FUTURE

## Position Opening: Customer Service Assistant Hourly pay: starting at \$18.00 per hour

### ABOUT PREPARE + PROSPER

Prepare + Prosper (P+P) is a nonprofit that works with people to build financial well-being and address financial inclusion. Harnessing the power of volunteers and partnerships, we provide free tax preparation and financial services, products, and coaching, and work to change systems to create economic opportunity for everyone. We are committed to the principles of diversity, equity, and inclusion in our work and are particularly interested in receiving applications from people of color and those with lived experiences similar to the people who use our programs. Learn more about P+P at [prepareandprosper.org](https://prepareandprosper.org).

### POSITION AT A GLANCE



Our preferred candidate likes working with the public and enjoys communicating with people by e-mail, phone, and in-person.



We have two seasonal positions to work December 26-8, 2023, then full time January 8 - April 19, 2024. This position works onsite at the P+P office Monday through Friday, 9:00 am to 5:00 pm.



The office is located near University Avenue and Highway 280 in St Paul with free parking and public transit options available.



Enjoys working in a team of staff and volunteers. Multicultural and multilingual candidates are encouraged to apply.

### ABOUT THIS POSITION

The customer service assistant works closely with the customer service manager, customer service coordinator, and other P+P staff to ensure excellent customer service. The work of the assistant is integral to ensure the highest quality of services. This involves substantial teamwork and collaboration. The assistant promotes and incorporates diversity, equity, and inclusion by increasing access to no-cost tax preparation services.

### HOW TO APPLY

- Please submit your resume by November 30, 2023 to [jobs@prepareandprosper.org](mailto:jobs@prepareandprosper.org) with the subject line "Customer Service Assistant." In your email, we'd love to know what interests you about this position and working in customer service.

### HOW THE POSITION BREAKS DOWN

#### Office coordination (95%)

- Greet visitors to the office and make them feel welcome.
- Schedule and confirm tax preparation appointments for customers by phone, in-person, and using TTY technology.
- Manage large amounts of inbound and outbound calls in a friendly and professional manner.

- Identify customers' needs, clarify information, and provide solutions when needed.
- Provide callers with information such as tax season schedule, directions to tax sites, and documents needed for tax preparation.

#### Other (5%)

- Work with the team to process customer requests for copies of tax returns.
- Assist with other related clerical duties such as photocopying, faxing, filing, and collating.

### **WORK ENVIRONMENT**

- This position operates in an office environment that is accessible.
- This role routinely uses standard office equipment.
- While performing the duties of this job, the employee is regularly required to talk and hear. The employee frequently is required to use hands to finger, handle or feel; and reach with hands and arms.

### **HOW WILL YOU KNOW IF YOU ARE A GOOD FIT?**

- Experience in customer service a plus.
- Skill in communicating with people with limited English proficiency.
- Fluency in a second language other than English is a plus. Bi-lingual speakers needed in Spanish, Somali, or Hmong.
- Demonstrated experience communicating and working effectively with others whose identity and background may differ from your own.
- Demonstrated efficiency in Microsoft Office Suite - Word, Excel and Outlook.
- Strong organizational skills with keen attention to detail, accuracy, and follow through.
- Demonstrated ability to manage multiple projects and rapid change.

### **BENEFITS OF THIS POSITION OFFERS**

- Paid sick and safe leave time (SST), accrued at one hour of SST for every 30 hours worked.
- Mileage reimbursed for work-related travel.
- Hands-on training and work experience with customer service skills.

### **OUR COMMITMENT TO EQUAL EMPLOYMENT OPPORTUNITY**

P+P continues to work towards a more inclusive workspace, and as such, we are an equal opportunity employer and do not discriminate against any employee or applicant for employment because of race, skin color, ethnicity, religion, gender, sexual orientation, national origin, disability, age, marital status, military status, pregnancy, or parenthood.