

PREPARE + PROSPER

WORKING TOWARD A BRIGHTER FINANCIAL FUTURE

SERVICE DELIVERY SITE MANAGER / TWIN CITIES

Starting salary: \$18.50/hour

Multiple positions available

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.

POSITION AT A GLANCE



Our preferred candidate is welcoming and positive, has strong customer service skills, and is highly organized and detail oriented. Multilingual and multicultural candidates are encouraged to apply.



This is a seasonal hourly part-time position. 12 open positions available. Average work week is 10 – 20 hours from late January through mid-April.



Work is performed in-person at eight (8) different Twin Cities locations. Most shifts are Tuesday and Thursday evenings and Saturday morning. Some daytime hours available in St. Paul. Managers typically work at consistent locations each week throughout the season.



Site managers will receive thorough tax and financial services training before the season and ongoing support while at site. Training dates include select evenings in mid-December, and January 16, 18 and 20, 2024.

ABOUT THE POSITION

As a service delivery site manager, you take the lead on making sure customers have a positive and welcoming experience with our team of volunteers who deliver excellent tax preparation and financial services at Prepare + Prosper's (P+P) free clinics.

You will co-manage and supervise a team of 8 to 15 volunteers who are responsible for welcoming and screening customers, preparing, and reviewing tax returns, and helping customers sign up for financial services and products.

Along with your co-manager, you are responsible for the delivery of high-quality services and positive customer experiences. Additional common duties include answering customer and volunteer questions, making managerial decisions, and overseeing the tax clinic flow, P+P's financial services and products, and tax situations. Comprehensive training will be provided.

HOW TO APPLY

Please submit your resume to jobs@prepareandprosper.org with the subject line "Site Manager Twin Cities."

Positions will be open until filled. Indicate in your email where you heard of the position opening. We encourage you to tell us what interests you in working for P+P, and why you are interested in the organization, particularly if you have previously volunteered or have been a customer of P+P. Please share highlights of your personal and professional background that would help us see you as an outstanding candidate.

HOW THE POSITION BREAKS DOWN

Volunteer management (50%)

- Supervise and provide feedback to tax site volunteers.
- Support volunteers as they connect customers with financial products, services, and referrals; provide customer screening and support; and complete accurate tax return preparation.
- Build relationships with volunteers and ensure all volunteers have a positive experience.

Customer service (30%)

- Communicate accurate tax and financial information to customers in user-friendly terms.
- Follow and enforce data privacy procedures at all levels of service.
- Address customer needs and concerns.

Administrative duties (15%)

- Transmit electronically filed tax returns and transfer required data and paperwork.
- Enter data online and assist with inventory of forms and resources.
- Assemble and disassemble equipment.

Training and knowledge development (5%)

- Attend tax training and successfully complete IRS certification test (training provided).

Positions are contingent on a successful background check, and passing a tax knowledge assessment (following the comprehensive training).

WORK ENVIRONMENT

- This position operates primarily in an office environment that is accessible; however, some work areas may not be fully 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 move around the office and between offsite meetings; grab, move, and manipulate objects, and operate a computer.
- Travel between the main office and remote Twin Cities locations may be necessary.
- During the tax season, most shifts are on Tuesday and Thursday evenings (5:00 – 10:00 pm) and Saturday mornings (8:30 am – 1:30 pm). One location has daytime hours (8:30 am – 5:30 pm) on Tuesday, Wednesday, Thursday, and Saturday. The average work week is 10 – 20 hours from late January through mid-April. Managers typically work at consistent locations each week throughout the season.

HOW WILL YOU KNOW IF YOU ARE A GOOD FIT?

Overall, P+P seeks candidates who are smart thinkers, are self-directed yet collaborative, and care about making people's lives better.

- Excellent verbal and communication skills.
- Demonstrated efficiency in Windows and Microsoft Office and can learn new tax preparation software. Experience with TaxSlayer a plus.
- Highly skilled at working effectively in a collaborative team environment.
- Demonstrated ability to manage multiple projects and rapid change.
- Must be highly organized and detail oriented.
- Experience with tax preparation or personal finances helpful.
- Demonstrated experience communicating and working effectively with others whose identity and background may differ from your own.
- Multilingual/Multicultural is desirable.

BENEFITS THIS POSITION OFFERS

- Paid sick and safe time (SST), accrued at 1 hour of SST for every 30 hours worked.
- Mileage reimbursed for work-related travel.

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.