

PROGRAM: Centralized Booking for free Income Tax Clinics

INTERNSHIP EXPERIENCE TITLE: SEOCHC Income Tax Clinic Booking Agent

PURPOSE OF POSITION: To manage incoming income tax inquiries for the free Income Tax Clinics, screen clients, enter data and schedule appointments.

STAFF MENTOR: Jessica-Rae Linzel, Income Tax Manager and Centralized Booking Office Manager

RESPONSIBILITIES/COMMITMENT:

- To respond to incoming client calls for the income tax clinic
- To respond to internal staff referrals of clients
- To screen all clients for eligibility to the income tax clinic
- To liaise with Clinic Coordinators at other clinic sites
- To make appointments and complete reminder phone calls
- To refer ineligible clients to other community resources
- Confer with Manager on any special cases

PROGRAM REQUIREMENTS

- Must be available either part-time or full time starting last week of January until end of April 2019.
- Shifts will be scheduled between 8:30-4:30 Monday to Friday

PLACEMENT REQUIREMENTS

- Non-judgemental of client's culture, financial or personal situation
- Willingness to work as a team (sharing observations, constructive feedback, asking questions)
- English reading, speaking and writing skills necessary for the workplace
- Fluent in English, French and/or another common language in Ottawa
- Strong Computer skills: Outlook, Excel, and data entry
- Able to use a scanner, printer, and other technology
- Excellent communication, interpersonal and problem-solving skills
- Excellent customer services skills, patient and committed to confidentiality
- Able to take initiative and work with minimal supervision
- Motivated and able to work independently
- Organized, calm, able to multi-task and strong attention to detail
- Ability to work under pressure in high stress environment

- Knowledge of the Canadian tax system an asset

LOCATION: South-East Ottawa Community Health Centre (Bank Street site)

BENEFITS:

- Opportunity to gain Canadian experience
- Job Shadowing and Job Mentoring
- Opportunity to develop professional and social networks
- Opportunity to observe and understand workplace culture and expectations
- Opportunity to practice professional language and enhance language skills
- Opportunity to volunteer in a community-based multicultural environment
- Opportunity to share, learn and develop new skills.
- Opportunity to give back to the community

Tentative date to initiate the placement: January 28, 2019

Contact: Jessica-Rae Linzel
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