



United Way of King County

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We're looking for a Tax Site Manager

The compensation for this role is \$26.36 per hour.

Here's a bit about what you'd be doing in this role:

- Oversees preparation of tax returns and confirms all returns are correct.
- Drives team motivation to positively impact weekly goals.
- Provides exceptional support to volunteers, managing and answering questions.
- Provides excellent customer service by resolving issues and making sure clients receive all the services for which they are eligible.
- Transmits tax returns to IRS Service Center and follows up on all rejected returns.
- Participates in tax preparation and quality review training sessions.

You'll be a great fit if you have a:

- Demonstrated strong proficiency with technology including coaching others to use technology effectively and troubleshooting technical problems.
- Proven exceptional customer service skills serving diverse communities.
- Demonstrated team management experience, especially if experienced managing volunteers.
- Proven high degree of flexibility and adaptability.
- Proven effective communication skills in-person, by email, and via virtual messaging platforms like MS Teams.

> Make an Impact

- Opportunities to work with smart, passionate, and enthusiastic team members and volunteers
- Ongoing collaboration with diverse staff and other constituents
- A desirable culture of high-performance expectations and accountability
- Exciting and challenging work Opportunities to help solve the community's toughest problems
- Competitive pay that is commensurate with demonstrated successful performance and experience

Our Commitment to Racial Equity

We believe in collective action and putting people first. Having staff, volunteers and supportive community members who represent diverse backgrounds and experiences results in better service to our communities. We strive to create a welcoming and inclusive work environment where everyone can be their true and authentic selves.

Because of structural and systemic racism, we must face these root causes and racist systems that created these disparities head on. This work is a big part of every team member's role at United Way, and a variety of internal and external committees and working groups have been created with the goal of having a place for every employee to contribute to this work. Learn more about our [racial equity work](#).

> Our Values

Unity

Standing together as a community for the good of our community

Innovation

Trying out-of-the-box solutions to issues and partnering with agencies who do the same

Integrity

Doing what's right for our community and the people in it, even in adverse or tense situations