C & V Income Tax Services

https://cvtax.ca/job/client-coordinator-quality-control-associate/

Client Coordinator and Quality Control Associate

Description
Job Summary

This role blends client-facing responsibilities with essential document management tasks. As the Client Coordinator, you will represent C & V Income Tax Services, serving as the first point of contact for clients. You'll maintain regular communication with clients, team members, and the executive team to ensure seamless operations and workflow. To excel in this role, confidence, compassion, and a positive attitude are essential. Additionally, as the Quality Control Associate, you will be the final checkpoint for identifying and correcting any errors before documents are delivered to clients. Strong attention to detail and the ability to handle repetitive tasks efficiently will be crucial to your success.

Responsibilities
Responsibilities include, but are not limited to:

- Greeting clients and determining their needs
- Triaging incoming clients and logging them into our Client Tracker software;
- Communicating with the tax preparers to ensure the clients are seen in a timely and efficient manner.
- Transferring files between tax preparers and management.
- Determining the accuracy/completeness of the final product; Reviewing documents for typographical errors
- Assembling tax returns
- Communicating with clients via phone, email, and/or in-person
- File maintenance.
- Roles may be fluid so trainability, reliability and especially adaptability are required.
- Candidates should have an understanding of Canada's privacy laws, a strong base of knowledge in the Canadian Income Tax Act and speak clear and fluent English.
- A desire to learn, improve, and excel is an asset.
- Software used includes:
    - Tax Cycle (tax software),
    - Adobe Acrobat
    - Microsoft Office (Word and Excel)
    - Google Suite, and more
- Training will be provided.

Qualifications
Job Requirements

Roles may be fluid and job rotation is likely. Trainability, reliability, and especially adaptability are required for all positions.

The selected candidates will be expected to work a variety of weekday, evening, and Saturday shifts February through April. We operate on extended hours during the three months and our hours of operation are Monday through Friday 9:00 am – 9:00 pm and Saturday 9:00 am – 6:00 pm. Most shifts will be either 4 or 8 hours. The hours for this position will vary from week to week, approximately 35-40 hrs each week. Additional hours,and paid overtime, may be available to those who are

Hiring organization
C&V Income Tax Services

Employment Type
Co-op

Beginning of employment
2025 – Winter

Duration of employment
4 months Jan – April

Industry
Client Coordinator

Job Location
London ON (On Site)

Working Hours
Most shifts will be either 4 or 8 hours

Base Salary
$ 19.60 per hour - $ 20.80 per hour + Overtime Pay

Date posted
September 26, 2024

interested.

Training is 3 weeks in January, consisting of 4.5 hour shifts either 9:00am – 1:30pm or 1:30pm – 6pm.

Open to All Co-op Programs No

Targeted Clusters and Programs All Accounting & Business programs and

Office Administration Exec program

APPLICATION INFORMATION

Application Material Required Cover Letter, Resume, Transcript

Job Benefits

Training

We provide extensive training on Tax Cycle (tax software), the Canadian income tax system, and our internal policies, procedures, and health and safety protocols (including, but not limited to, COVID-19 safety).

Rate of Pay

$19.60 – $20.80 per hour based on experience and availability.(Overtime rate of $29.40 – $31.20/hour

Contacts

C & V Income Tax Services is proud to provide this unique career opportunity that provides continuous learning, opportunity for growth, and a competitive compensation package within an environment that is committed to inclusion and respects diversity.

We are an equal opportunity employer. We welcome people of any age, culture, subculture, gender identity or expression, sexual orientation, nationality, ethnicity, race, size, mental or physical status, veteran status, religion, language, political opinion, working-style preference, family status, education, and socio-economic status. The C & V Income Tax Services core values of Integrity and Mutual Respect welcomes everyone, at work and in the community.

Accommodation for Applicants with disabilities will be made during the recruitment process when requested. We are committed to providing a positive candidate experience and ensuring timely updates are provided to all candidates.