

YEAR

2022-2023

# UBC TAX ASSISTANCE CLINIC HIRING PACKAGE 2022



## ABOUT US

The UBC Tax Assistance Clinic for Students (TACS) is a non-profit initiative solely managed by individuals enrolled at UBC. Our team manages a free, government-certified tax clinic, while also hosting various events and knowledge programs. Our goal is to increase general tax knowledge and promote financial literacy across our community.



## THE TAX CLINIC

Our clientele are persons with a modest income. We commonly serve international and domestic university students, newcomers to Canada and senior citizens. Our clinic is supported by volunteers who file on behalf of our clients, supervisors who mentor and assist volunteers and an executive team who manage the clinics operations. The tax clinic operates from late February to end of March each year.





## VOLUNTEER DESCRIPTION

Do you get excited about meaningful volunteer opportunities? Do you want to learn about the basics of income tax and how to file tax returns? Join us as a Canadian government-certified clinic volunteer! This position will strengthen your communication, problem-solving and leadership skills while also allowing you to network with professionals in the accounting industry.

### Responsibilities

- Prepare basic income tax returns for low-income individuals and students while receiving support from on-site supervisors
- Explain the filing process to clients with clarity
- Provide exceptional walk-in experience to our clients
- Maintain confidentiality of clients
- Liaise with Supervisors, Volunteer Coordinators, and Operation Directors
- Independently register for shifts

### Time Commitment

- Minimum 20 hours of service at the clinic
- 3-4 hours weekly for about 7 weeks, from mid-February to early April
- 5 hours of training sessions and workshops

### Qualifications

- Excellent communication skills and a highly motivated to learn new skills
- Personable, resourceful, and accountable
- Ability to take initiative and work under pressure
- Ability to work and resolve conflicts autonomously
- Previous experience in customer-service or team-oriented roles is an asset



## SUPERVISOR DESCRIPTION

The Supervisor position will give you volunteer hours relevant to the accounting industry, while also strengthening your communication, problem-solving and leadership skills. Supervisors will be provided with specialized training from Canada Revenue Agency resources and will have opportunities to network with accounting professionals.

### Responsibilities

- Work with volunteer directors and operation directors to manage logistical details of each clinic shift to ensure efficiency of operations
- Be the first point of contact for inquiries from volunteers and clients
- Utilize past tax knowledge and experience to solve volunteer and client problems
- If needed, prepare basic income tax returns for low-income individuals
- Check-in and out volunteers; record and report any punctuality or performance issues
- Set up and close the clinic during opening and closing shifts

### Time Commitment

- Minimum 40 hours of supervision at the clinic
- 6-7 hours weekly for about 7 weeks, from mid-February to early April
- 5 hours of training sessions and workshops

### Qualifications

- At least one of:
- Previous experience with tax filing;
- Member of UBC TACS; or
- Currently taking or completed BUSI/COMM 355 (Income Taxation)
- Excellent communication skills
- Punctual, personable, resourceful, and accountable
- Ability to take initiative and work under pressure



## NEXT STEPS

Ready to apply? Application forms are linked below for all open positions and should take 25-30 minutes to complete. Questions can be submitted in paragraph or bullet-point form, use whatever format you believe highlights your responses best. Have the most recent copy of your resume handy listing your academic, professional and volunteer accomplishments. You'll also be required to submit a screenshot of your term 2 course list from the SSC.

### Application Forms

- Volunteer: <https://forms.gle/3n1C2CGnpjey8K7J8>
- Supervisor: <https://forms.gle/65AZYDrQ6acLcHKy7>

### Deadline

All applications must be submitted before **November 20th, 11:59 PM PST**



For inquiries, contact: [info.ubc.tacs@gmail.com](mailto:info.ubc.tacs@gmail.com)