

<b>Job Title:</b>	<b><i>Tax Program Administrative Assistant</i></b>
<b>Reports to:</b>	<i>Student Experience Coordinator, Resources &amp; Services</i>
<b>Direct Reports:</b>	<i>Volunteers</i>
<b>Position Type:</b>	<i>Part-time – Hourly</i> <i>Note: Preference may be given to current SAIT students</i>
<b>Category:</b>	<i>Administrative Assistant</i>
<b>Travel Required</b>	<i>Limited to SAIT Campus (between buildings)</i>
<b>Location of Work</b>	<i>SAIT Main Campus</i>

### Job Purpose

*Reporting to the Student Experience Coordinator, Resources & Services, the Tax Program Administrative Assistant is responsible for the effective operation of Saitsa's Volunteer Tax Program. From processing claims and handling confidential and sensitive information, to supporting a team of volunteers and responding to inquiries or challenges, the Tax Program Administrative Assistant seeks to provide a supportive and trusting free tax filing experience to SAIT students and eligible members of the community. The Tax Program Administrative Assistant also acts as the first point of contact for any Tax Program related questions at Saitsa. The Tax Program period runs for approximately 6 weeks through February-April, which includes training and program completion for the year.*

### Duties and Responsibilities

#### Administrative

- Coordinates the review and signing of all required documents for volunteers, including but not limited to Saitsa's Code of Conduct & Ethics;
- Provides leadership to tax program volunteers through training and coaching
- Ensures strict compliance and confidentiality of all data collected and distributed for the purpose of the tax filing program;
- Secures UFILE numbers for each volunteer through the CRA.

#### Communication

- Assists in the promotion of the tax program;
- Effectively responds to inquiries about the tax program and tax filing processes;
- Liaises with volunteers and program users to support a confidential and supportive tax filing service.

#### Leadership

- Manages volunteers to ensure accountability, accuracy and quality of work;
- Evaluates existing services and makes recommendations for the continued improvement and success of the tax program.

*Completes other tax program-related tasks as requested by the Student Experience Coordinator, Resources & Services.*

### Qualifications

#### Education

- High school diploma or equivalent

#### Experience

- None required

#### Knowledge, skills, and abilities

- Familiarity with the Canadian Tax Filing system and processes is an asset;
- Enrollment in the BA or BBA - Accounting program an asset;
- Previous leadership experience in a volunteer-focused environment is preferred;
- Ability to maintain regular office hours for the duration of the program is required.

#### Proficiency in the use of computers

- MS Office proficiency required, especially with Microsoft Excel.

#### Personal characteristics

The **Tax Program Administrative Assistant**, should demonstrate competence in some or all the following:

- **Adaptability:** Demonstrate a willingness to be flexible, versatile and/or tolerant in a changing work environment while maintaining effectiveness and efficiency.
- **Behave Ethically:** Understand ethical behavior and business practices and ensure that own behavior and the behavior of others is consistent with these standards and aligns with the values of the organization.
- **Build Relationships:** Establish and maintain positive working relationships with others, both internally and externally, to achieve the goals of the organization.
- **Communicate Effectively:** Speak, listen, and write in a clear, thorough, and timely manner using appropriate and effective communication tools and techniques.
- **Creativity/Innovation:** Develop new and unique ways to improve operations of the organization and to create new opportunities.
- **Focus on Client Needs:** Anticipate, understand, and respond to the needs of students to meet or exceed their expectations within the organizational parameters
- **Foster Teamwork:** Work cooperatively and effectively with others.
- **Leadership:** Positively influence others to achieve results that are in the best interest of the organization.
- **Make Decisions:** Assess situations to determine the importance, urgency, and risks, and make clear decisions which are timely and in the best interests of the

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organization.

- **Organize:** Set priorities, monitor progress towards goals, and track details, data, information, and activities
- **Solve Problems:** Assess problem situations to identify causes, gather and process relevant information, generate possible solutions, and make recommendations and/or resolve the problem.
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*Other duties as requested by the Student Experience Coordinator, Resources & Services*

### Working Environment

Working environment is primarily in a climate-controlled environment with minimal safety/health hazard potential. Sedentary, sitting, walking, occasional lifting, frequent reading, and computer use. Required to work some evenings/weekends for meetings, program delivery, and high demand periods.

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<b>Approved by:</b>	<i>Rachelaris</i> Rachel Paris, Director of Student Services
<b>Date approved:</b>	January 16, 2023
<b>Reviewed:</b>	