



**Volunteer Resources**  
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## **INCOME TAX FILER**

### **Purpose:**

Provide income tax filing services to low income immigrants during the 2018 tax season (mid-March – mid-April 2018). Hours are Mondays, Wednesdays and Fridays 10am – 3pm and two Saturdays 10am – 3pm

### **Duties:**

- File income tax returns for clients manually or through UFile program
- Greet clients in a warm and friendly manner and assist them with paperwork
- Ensure that all client information is kept confidential and safe
- Adhere to MOSAIC's policy and procedures

### **Personal Qualities:**

- Flexible team player
- Must be comfortable working with people from different cultures and backgrounds
- Must be versatile, reliable, punctual and patient
- Detail oriented with strong organization and problem-solving skills
- Excellent communication and interpersonal skills
- Client/people-oriented

### **Skills/Qualifications/Experience Needed:**

- Must have filed previous electronic income tax to create an online E-file account
- Fluent in English
- Second language is an asset
- Accounting or bookkeeping experience is an asset
- Must be proficient in computer software, including UFile

**Criminal record required: Yes**

### **Benefits offered:**

- Reference letter
- Certificate of Appreciation MOSAIC

### **Training offered:**

- Orientation to MOSAIC
- Tax Clinic Training with MOSAIC
- Canada Revenue Agency software training