



Volunteer Resources
5575 Boundary Road, Vancouver, BC V5R 2P9
Email: volunteer@mosaicbc.org
Tel: 604-254-9626 x 1055

TAX CLINIC LANGUAGE SUPPORT

Purpose:

Provide first language support for the Tax Clinic during the 2018 tax season (mid-March – mid-April 2018). Hours are Mondays, Wednesdays and Fridays 10am – 3pm and two Saturdays 10am – 3pm.

Duties:

- Greet clients in a warm and friendly manner in the reception
- Provide language support to clients with appointments during the Tax Clinic, as needed
- 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 problem solving and organization skills
- Excellent communication and interpersonal skills
- Client/people-oriented

Skills/Qualifications/Experience Needed:

- Fluent in English
- **Second language is a requirement (i.e., Arabic, Mandarin/Cantonese, Farsi/Dari, Korean and Tigrinya)**
- Experience in customer-service is an asset (but not a requirement)

Criminal record required: Yes

Benefits offered:

- Reference letter
- Certificate of Appreciation from MOSAIC

Training offered:

- Orientation to MOSAIC
- Tax Clinic Training from MOSAIC