



Campaign For Working Families, Inc.

JOB DESCRIPTION

EMPLOYEE INFORMATION

Job Title:	Translator	Last Updated:	November 2023
Department:	Tax Operations	Primary Manager:	Tax Operations Area Manager
DOL Status:	Part-time -Seasonal	FLSA Exemption:	Exempt

Overview Campaign For Working Families

Campaign For Working Families Inc., mission is to champion the financial well-being and economic mobility of individuals and families by leading programming and advocating for policies, initiatives, and support systems that ensure equitable opportunities and financial stability. CWF is driven by the belief that every individual and family deserve respect, dignity, and the tools/information to succeed, and CWF is committed to enacting positive change at both the policy and grassroots levels by fostering a culture of empathy, data-driven decision-making, and collective action. The following core values serve as a guiding framework for the Campaign for Working Families, helping to define its mission, goals, and actions in support of individuals and families throughout its communities:

- Equity and Inclusion:** We believe in a society where all individuals and families, regardless of their background, race, gender, or socioeconomic status, have equal opportunities and access to resources.
- Family-Centered Approach:** We prioritize policies and initiatives to support the well-being, stability, and growth of families, recognizing that strong families are the foundation of a thriving society.
- Collaboration and Partnerships:** We value collaboration with other organizations, governments, businesses, and individuals who share our commitment to the well-being of working families.
- Data-Driven Decision-Making:** We rely on evidence and data to inform our policies and initiatives, ensuring that our efforts are effective and impactful.
- Respect and Dignity:** We treat all individuals with respect and dignity, recognizing the inherent worth of every member of a working family, and striving for a society that upholds these values.

Position Summary

The Campaign for Working Families Translator assists taxpayers who may have limited English proficiency. They help bridge the communication gap between taxpayers and volunteers by translating conversations and documents accurately. The Translator is responsible for maintaining client confidentiality, delivering high-quality customer service, and ensuring the overall efficiency of the tax preparation process. Key aspects of the role include conducting thorough interviews to accurately capture taxpayer information, reviewing financial documents, and translating complex tax law into actionable data entry that supports the filing of a complete and accurate tax return. The Translator plays a significant role in advancing the financial well-being of the communities served by CWF.

Role and Responsibilities

Translation Services:

- Interpret/translate between tax site staff/volunteers and taxpayers who use CWF's free services
- Answer questions in a foreign language to assist taxpayers calling the site for information
- Translate important tax documents, VITA Intake Form, and taxpayer demographic questions

Customer Service:

- Conduct taxpayer interviews to gather complete financial data, ensure understanding of available deductions and credits, and address any taxpayer concerns.
- Create a welcoming environment that encourages clients to share necessary information and ask questions regarding their tax situation.
- As needed and required, follow up with clients to verify information, resolve discrepancies, and provide updates on the status of their tax return preparation and submission.

Compliance:

- Uphold the highest standards of confidentiality, ensuring all taxpayer information is securely handled and stored in accordance with the organization's privacy policies and legal requirements.
- Attend training and stay current with the Internal Revenue Service (IRS) regulations and organizational policies to guarantee compliance in all areas of tax preparation.

Qualifications (Education and Experience)

- Demonstrated fluency in a language other than English
- High School diploma or an equivalent educational certificate is required.
- Previous experience in translations, interpretation customer service, social services, or tax preparation is desirable.
- Understanding of tax law, with the ability to apply this knowledge practically in the preparation of Federal and State tax returns.
- The candidate must be detail-oriented with a capacity to handle confidential and sensitive information with the utmost discretion.
- Proficient data entry skills are desirable, indicating the ability to input information accurately and efficiently into tax preparation software (TaxSlayer).
- The ability to work independently with minimal supervision, as well as collaboratively as part of a diverse team, is crucial.
- Empathetic and personable with the ability to relate to individuals from diverse backgrounds.

Other Specialties, Certifications, Physical Requirements, and Work Conditions

- Regular, predictable and punctual attendance is required.
- This position operates in an office setting or works from home and routinely uses standard office equipment such as computers, phones, photocopiers, scanners, filing cabinets and fax machines.
- Exertion of physical strength to lift, carry, push, pull, or otherwise move objects up to 10 pounds. Work involves sitting, walking, and standing is often necessary in carrying out job duties.
- Ability to learn new things and master new concept(s).
- Comfortable in a chaotic and ever-changing environment
- Attention to detail.
- Commitment to the Campaign for Working Families Mission

Acknowledgement

I acknowledge that I have read and accepted this job description. I understand what is expected of me in this position, and I can perform the essential functions as outlined with or without reasonable accommodation. Furthermore, I understand the duties and responsibilities listed in this job are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position. If I have any questions about duties and responsibilities not specified in this job description that I am asked to perform, I should discuss them with my immediate supervisor or Human Resource representative.

Employee Name (Please Print)

Employee Signature

Date