

## JOB POSTING

**Position:** Income Tax coordinator

**Schedule:** Contract – 10 weeks - 21 hours per week - March 1 to May 15, 2026

**Salary:** \$25.45 / hour

**Location:** 1980 Ogilvie Rd, Gloucester Ontario

*🌟 Become an essential member of the EORC team! 🌟*

Are you passionate about making a difference in the lives of people in Ottawa's east and south-east communities? The Eastern Ottawa Resource Centre (EORC) is looking for a reliable, compassionate, and detail-oriented individual to join our team as the Income Tax coordinator. If you thrive in a collaborative environment, value meaningful connections, and want to be part of a team that contributes to something bigger, we'd love to hear from you.

### THE EASTERN OTTAWA RESOURCE CENTRE

At the EORC, we are working together with our community to build a healthy, equitable, and resilient future. Our Centre provides inclusive and empowering services that support individuals and families, with a strong commitment to breaking down barriers, promoting diversity, and creating a safe and welcoming space where everyone can access the support they need to thrive. Guided by our core values—client-centred service, empathy, accountability, collaboration, and innovation—we are dedicated to making a lasting impact in the lives of those we serve and the community we call home.

This position contributes to EORC's mission by supporting inclusive, client-centered services that empower individuals and families, advance equity, and help build a healthy and resilient community rooted in our shared values. If you're inspired by our commitment to community and want to make a meaningful difference, we'd love to have you join our team and grow with us.

### NATURE OF THE WORK

The Tax Clinic coordinator role plays a key part in the smooth day-to-day operation of the tax clinic. This position supports clients, volunteers, and tax preparers by coordinating appointments, managing communications, ensuring compliance with Canada Revenue Agency (CRA) guidelines, and maintaining accurate records. The role requires strong

organization, clear communication, and a commitment to confidentiality and service excellence.

## RESPONSIBILITIES

- Participate in orientation and specialized training related to tax preparation and tax clinic operations
- Learn and follow CRA guidelines, as well as internal tax clinic policies and procedures
- Manage the tax clinic telephone line by returning calls, providing information, scheduling appointments, and recording detailed messages
- Conduct client intake meetings and confirm required documentation for tax preparation
- Guide clients in understanding and obtaining necessary tax documents
- Coordinate volunteer schedules to ensure adequate clinic coverage
- Communicate clearly with volunteers regarding roles, responsibilities, and schedules
- Provide in-office support to volunteers and address questions or issues as they arise
- Maintain detailed records of client interactions, appointments, and clinic activities
- Prepare reports and submit required documentation in line with organizational and CRA standards
- Communicate with clients regarding the status of their tax preparation and respond to questions or concerns
- Provide feedback and additional guidance to volunteers when needed
- Identify opportunities to improve clinic efficiency and implement process improvements
- Gather feedback from clients and volunteers to support continuous improvement
- Ensure strict compliance with privacy laws and uphold client confidentiality
- Support and train volunteers on confidentiality and secure handling of sensitive information

## WHAT WE WOULD LIKE TO FIND IN YOU

- Strong organizational and time-management skills
- Excellent communication and interpersonal skills

- Professional, respectful, and client-focused attitude
- Ability to handle confidential information with care and discretion
- Attention to detail and accuracy in record-keeping
- Ability to work collaboratively with volunteers and staff
- Comfort following structured guidelines and procedures (CRA and organizational)
- Problem-solving mindset with a willingness to suggest improvements
- Reliability, adaptability, and a commitment to supporting community members
- Fluency in oral and written communication skills in English and French. **French language skills are mandatory.**
- Organizational and problem-solving skills.

## WHAT YOU WILL LIKE ABOUT US

- Atmosphere that promotes collaboration, exchanges, and inclusion.
- Access to free parking.

## TO APPLY

You have until **February 20, 2026**, to send to [HR-RH@eorc-creo.ca](mailto:HR-RH@eorc-creo.ca) :

- Your CV
- A cover letter

EORC remains committed to:

- Fostering a diverse, equitable, and inclusive environment where all individuals, regardless of race, ethnicity, gender, age, sexual orientation, religion, ability, or socioeconomic background, feel valued and respected. We believe that diversity strengthens our organization and is paramount to fulfilling our mission of supporting and empowering individuals in need living in the Ottawa-East region.
- Providing equal employment/volunteer opportunities to all qualified applicants. We invite individuals from diverse backgrounds, experiences, and perspectives to apply for this position.
- Providing accommodations throughout the recruitment and selection process in accordance with the Accessibility for Ontarians with Disabilities Act (AODA). If you require accommodations, please inform us when you are contacted for an interview.