# H&R Block
# 54 John Fitch Hwy, Fitchburg, MA 01420

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**Our Company**
At H&R Block, we believe in the power of people helping people. Our defining Purpose is to provide help and inspire confidence in our clients, associates, and communities everywhere. We also believe in a high performing, connected culture, where everyone feels like they belong.

We strive to continuously improve our business and have committed to a long-term strategy and transformation plan known as Block Next. This multi-year roadmap focuses on innovation, client experience, and sustainable growth. It is designed to elevate how we work, how we serve, and how we lead in our industry.

At H&R Block, we're curious, creative, and always on the move. If you embrace challenges as opportunities and seek to make a meaningful difference where you live, work, and play, our door is always open.

**A Typical Day…**
Joining us as an **Associate Team Leader**, you'll support a single retail office during tax season to consistently exceed client expectations and provide daily operations direction for the tax office. You'll begin working a flexible part-time schedule in late fall as you ramp up for the busy tax season and transition to a full-time schedule from January through April.

**What you'll bring to the team:**

- Support the Multi-Unit Team Leader, serving as an onsite point of contact for tax office associates and clients, ensuring quality and consistent execution that will allow us to promote the value of H&R Block
- Execute and hold all tax office associates accountable to the client service experience, with escalation to the Multi-Unit Team Leader and District General Manager as necessary
- Serve as point of contact for onsite escalated client service concerns
- Ensure clients are scheduled properly and conflicts are resolved, with escalation to the Multi-Unit Team Leader and District General Manager as necessary
- Lead the office from the front desk, providing phone coverage and engaging with clients to deliver an outstanding experience
- Lead daily activities to ensure that all tax office associates are scheduled, and work is completed according to deadlines, with attention to quality standards, priorities and overall goals
- Lead daily huddles and communicate essential information to office associates

**Your Expertise**

- Prior experience working in customer service or similar role
- Strong organizational skills and ability to plan and manage day-to-day office operations
- Customer-centric mindset and strong communication skills
- Computer proficient with the ability to use MS Office
- Demonstrated ability to work independently with minimal supervision
- Able to work a flexible work schedule of 40 hours per week and flexibility based on business needs
- High school diploma / equivalent or higher

**It would be even better if you also had…**
- Experience supervising or managing people
- History of delivering outstanding customer experiences

**Why Work for Us**

At H&R Block, we believe and invest in our people by committing to their total well-being. Our benefit offerings can help associates plan for their unique health, wellbeing and financial wellness needs.

- **Employee Assistance Program** with Health Advocate.
- **Wellbeing program**, BetterYou, to help you build healthy habits.
- **Neurodiversity and caregiver support** available to you and your family.
- **Various discounts** on everyday items and services.
- **Benefits with additional eligibility requirements**: Medical Coverage, 401k Retirement Savings Plan and Employee Stock Purchase Plan.
- Click here to checkout all available benefits.

**The Community You Will Join:**

At H&R Block we remain committed to building a Connected Culture — one in which trust, care, and connections are how we work together as we continue to create an environment where everyone feels safe to bring their authentic self to work every day and feels like they belong as part of a larger team.

You will be immersed in an exceptional work environment that is recognized throughout the world on Best Companies lists! You will also be surrounded by colleagues who are committed to helping each other grow and support each other.

H&R Block is an equal opportunity employer. We welcome and celebrate diversity in the workplace regardless of gender, race or color, ethnicity or national origin, age, disability, religion, sexual orientation, gender identity or expression, or veteran status.

**If you're looking to make an impact, H&R Block is the place for you.**