**Client Service Leader (CSL)**

For over 55 years, H&R Block has prepared taxes for millions of Canadians annually. Headquartered in Calgary, Alberta, we serve taxpayers in more than 1,000+ offices, through our upload from home service, and online with our DIY tax software. Our dedicated team of Tax Experts use the latest in electronic processing and filing technology to prepare all types of returns, including personal, small business, corporate, farm, trucker, fishing, U.S., rental and estate.

Becoming an H&R Block Associate it is an opportunity to grow with the strongest brand in the tax preparation industry. We are looking for people who want to provide help and inspire confidence in our clients and communities. We know that the ability to deliver outstanding client service starts with having the best talent on our team, and if you want to be part of our success story then we want to hear from you!

**Key areas of Responsibility:**

* Promotes, supports and ensures that all services and programs are offered to clients in accordance with company policies, procedures, and established targets.
* Shares individual performance goals and results with Tax Professionals and District Manager.
* Monitors, evaluates, and coaches Associates to attain desired results.
* Implements Instant Refund program according to district plan.
* Schedules and conducts Associate interviews, training, and evaluations.
* Assigns or reassigns work to office staff, monitors the weekly and daily work schedules, and approves overtime requests.
* Provides day-to-day coaching, as well as, timely and specific performance feedback to individual Associates.
* Ensures that every Associate has completed all required training; arranges for additional training/support as required.
* Receives and secures cash, debit/credit card receipts, and balances the cash as part of the mid-day or end-of-day closing procedures. Records all transactions in the CIS computer and completes bank deposits in accordance with the District Manager’s instructions.
* Ensures the district operating plan is followed and that major variation from the plan are discussed and resolved in coordination with the district manager.
* Follows standard operating procedures for office opening and closing requirements, security, supply ordering, file maintenance, and office appearance and cleanliness. Follows-up to ensure compliance.
* Provides assistance and support in the district training sessions, as required.
* Responds in a timely manner to client service issues or Associate relations concerns, utilizing the support of the District Manager for more complex issues or where there is uncertainty.
* Other duties as assigned.

**Key Qualifications:**

* High School Diploma or equivalent. Additional course work in math is preferred.
* The Level I Tax Course must be completed within the first year of employment.
* Proven customer service skills.
* Effective verbal and written communications skills, public relations skills, detail-oriented, organizational, math and analytical skills.
* Demonstrated leadership ability to effectively guide Associate performance.
* Possess administrative and organizational skills to plan and coordinate office workload
* Understanding and previous use of a Windows-based computer system and applications such as Microsoft Word, Excel, and Outlook.
* Understanding and previous use of CIS, Profile, tax preparation software, and other applicable software is preferred.
* Ability to work both independently and to support team-based initiatives in a fast-paced, multi-tasking environment.
* Demonstrated problem solving and/or conflict resolution skills
* Preference will be given to those that possess three to five years’ relevant tax office experience.

Do you have a passion for client services, along with the skills and qualifications required for this GREAT opportunity?

If so, we invite you to send your resume to Jannis.Roy@hrblock.ca

*We encourage all interested individuals to apply. Successful candidates must have legal authorization to work in Canada on a full-time basis for any employer. Proof of legal authorization to work in Canada will be required as part of the recruitment process. Only those candidates selected for interview will be contacted.*

*H&R Block fosters a workplace in which individual differences are recognized, appreciated, and respected. Accommodations are available upon request for candidates taking part in all aspects of the recruitment and selection process.*