



Man-Tra-Con Corporation is working with a local employer to fill the following positions:

Job Title: H & R Block, Multiple Positions (AR-092226-01)

Location: Southern Illinois

Salary: \$15.00+ per hour, depending on position and experience

H&R Block is currently hiring for full-time and part-time seasonal Tax Associate, Experienced Tax Professional, and Client Service Professional positions in their Southern Illinois offices, including Benton, Carbondale, Carmi, Eldorado, Fairfield, Harrisburg, Herrin, Marion, Metropolis, Murphysboro, Vienna, and West Frankfort. Details regarding each opportunity are outlined below:

1) TAX ASSOCIATE

With training and support from day one, Tax Associates work directly with clients to gather information, prepare tax returns, answer questions, and build valuable skills while developing strong client relationships. This is an in-person position at a local H&R Block tax office.

Responsibilities

- Meet with clients to gather information and understand their tax situations.
- Prepare complete and accurate tax returns with training and support from experienced teammates.
- Explain tax information clearly and provide recommendations clients can easily understand.
- Identify tax-saving opportunities and recommend relevant products and services.
- Apply problem-solving skills to analyze client information and address questions or unique situations.
- Build strong client relationships and support office priorities through teamwork and collaboration.

Required Qualifications

- Successful completion of the H&R Block Income Tax Course (ITC).
- Experience interacting with customers or clients in a service-oriented environment.
- Strong communication and problem-solving skills.
- Comfort using digital tools and systems, including AI-powered tools such as Microsoft Copilot and ChatGPT.
- High school diploma, GED, or equivalent.

Preferred Qualifications

- Background in customer service, accounting, finance, or a related field.
- Experience in a client-facing or consultative role.
- Ability to work 15 to 35 hours per week, with availability up to 40 hours during peak periods.
- Availability to work evenings and weekends during tax season.

Income Tax Course (ITC)

For individuals without prior tax experience, H&R Block offers the Income Tax Course (ITC), consisting of 40 hours of comprehensive tax training. The course provides the knowledge necessary to prepare basic tax returns as a Tax Associate.

Available options include:

- Virtual Instructor-Led Income Tax Course
- On-Demand Income Tax Course (100% self-paced)

Tax Knowledge Assessment (TKA)

Candidates with prior tax knowledge may qualify by completing the Tax Knowledge Assessment (TKA), which consists of:

- A case study using tax knowledge common to a basic return.
- An assessment based on the case study.
- Multiple-choice questions covering content for new tax professionals.

Compensation

Starting pay: \$15.00 per hour upon successful completion of the course.

Potential \$750 bonus after completing 75 paid tax returns.

2) EXPERIENCED TAX PROFESSIONAL

At H&R Block, Experienced Tax Professionals serve as trusted advisors who help clients navigate complex tax situations with confidence. This is an in-person position at a local H&R Block tax office.

Responsibilities

- Prepare accurate individual and business tax returns.
- Conduct in-depth client interviews and provide personalized tax recommendations.
- Build trusted client relationships and identify tax-saving opportunities.
- Provide IRS support, tax notice assistance, and audit guidance as needed.
- Collaborate with team members and contribute to a positive office environment.

Required Qualifications

- Successful completion of the H&R Block Tax Knowledge Assessment (TKA).
- Minimum one year of experience in tax preparation, accounting, finance, or bookkeeping.
- Experience in a client-facing, consultative, or advisory role.
- Strong verbal and written communication skills.
- Completion of continuing education and compliance with IRS and state requirements.
- High school diploma, GED, or equivalent.

Preferred Qualifications

- Five or more years of experience in tax preparation, accounting, finance, or bookkeeping.
- CPA, Enrolled Agent (EA), or other IRS Circular 230 credential.
- Experience with complex returns, tax planning, audit support, or tax notice resolution.
- Familiarity with GoSystem or UltraTax software.

- Familiarity with AI-powered tools such as Microsoft Copilot and ChatGPT.
- Experience in a consultative or advisory role.

Compensation

Compensation is based on an individual's tax knowledge, experience, and qualifications.

3) CLIENT SERVICES PROFESSIONAL

At H&R Block, Client Service Professionals are the welcoming first impression for every client. They support daily office operations and work alongside a team of tax professionals. This position is in-person and not remote.

Responsibilities

- Greet clients and create a welcoming, professional first impression.
- Answer phone calls and schedule appointments.
- Manage client check-in and intake processes.
- Scan and organize documents.
- Maintain office organization and cleanliness.
- Collaborate with tax professionals to ensure smooth daily operations.
- Handle sensitive client information with discretion and confidentiality.

Required Qualifications

- Experience working in a fast-paced, client-focused environment.
- Strong interpersonal and communication skills.
- Ability to multitask and manage competing priorities.
- Strong organizational skills and attention to detail.
- Comfort using computers and digital tools such as Microsoft Office, Teams, and scheduling systems.
- Availability to work evenings and weekends during tax season.

Preferred Qualifications

- High school diploma, GED, or equivalent.
- Previous experience in hospitality, call centers, customer service, or medical offices.
- Experience in a receptionist, front desk, or administrative support role.
- Experience working in a tax office, CPA firm, or financial services environment.

Compensation

Starting pay begins at \$15.00 per hour, with higher compensation based on experience.

HOW TO APPLY

To apply, please email a resume and cover letter to Aren Green, District Staffing Lead, at: aren.green@tax.hbrlock.com

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