



## TEAM LEADER JOB DESCRIPTION

- Assist the store manager with reaching the store sales goal.
- Assist the store manager in **ALL AREAS NEEDED**.
- Assist the store manager with the marketing campaign to recruit clients for your store.
- Responsible for making sure the Mascot is outside recruiting people and passing out flyers.
- Responsible for making sure the flag is outside in front of the store at all times.
- Make sure the store is cleaned up at the end of each business day (**Review the Tax Expert Cleaning Form for cleaning details**).
- Assist the store manager in making sure the files are in order per Tax Expert policy and the tax payer file is filed away.
- Assist the store manager with completing a quality control on each file and make sure the file is 100% complete prior to releasing the client check (**Review Tax Expert client checklist**).
- Review the tax preparer files and make sure the tax preparer has the tax payer forms in order per the Tax Expert Form policy in the tax payer file and make sure the file folder is placed back in the file cabinet.
- Make sure the administrative assistant keep all the clip boards stocked with the tax forms.
- Make sure the administrative assistant or the employees are answering the phone at all times and forwarding the messages to the correct employee.
- Make sure the administrative assistant is logging all the incoming traffic in on the Marketing Traffic form as well as in the Crosslink database correctly and make sure the completed forms are placed in the Marketing Traffic Form binder.
- Assist the store manager with making sure the store open and close on-time daily.
- Assist the store manager in resolving any and all conflicts that may arise within your store between the tax payer and the tax preparers.
- Assist the tax preparers with any tax returns or tax forms that they need assistant with.
- Assist the store manager with transmitting the files as needed.
- Responsible for preparing tax payer tax returns.