



FULL JOB DESCRIPTION

Position: Administrative Assistant / Tax Preparer Assistant and/or Bookkeeper

Location: Aurora Colorado

Type: Part-Time (Potential for Full-Time)

Starting Pay: \$22-\$32.50/based on experience

Hours: Minimum 4 hours/day.

Rapido y Mas Taxes & Insurance is seeking a **Part-Time (Potential for Full-time)** Administrative Clerk to join our team at **RyM Taxes & Insurance**. This role plays a vital part in ensuring **efficient administrative operations**, providing direct support to the **General Manager**, and serving as the primary receptionist for the office. The ideal candidate will be highly organized, detail-oriented, and capable of managing **clerical duties, customer inquiries, data entry, and phone communications** while maintaining professionalism and exceptional service.

Key Responsibilities:

- Serve as the **primary receptionist**, greeting visitors and directing inquiries professionally.
- Collect, organize, and process information for client's tax returns and insurance policies.
- Ability to work with different software's to schedule appointments or follow up with client's information using different online platforms.
- Provide **comprehensive phone coverage**, routing calls to the appropriate departments, branches or individuals.
- Manage and organize **administrative tasks** to support daily operations.
- Report **issues or complaints** to management in a timely manner.
- Monitor and manage the **fax machine or e-mail**, ensuring urgent documents/messages are distributed promptly.
- Represent **RyM Taxes & Insurance** professionally in all interactions.
- Build and maintain **positive relationships** with both internal and external stakeholders using exceptional customer service skills.
- Communicate effectively with **staff, management, and external contacts** at all levels.
- Follow and uphold **company policies, protocols, and attendance standards** consistently.





Skills & Qualifications:

- Bilingual English-Spanish with fluency in speech, hearing, and writing in both languages.
- Well-organized professionals with a high level of attention to detail.
- Strong ability to **identify and resolve administrative issues proactively.**
- Proficiency in **Microsoft Office Suite (Word, Excel, Outlook).**
- Ability to **work efficiently in a fast-paced environment** while maintaining composure.
- Must have strong customer service skills.
- **Independent work ethic** with strong teamwork and collaboration skills.
- Excellent **communication, analytical, and organizational skills** with great attention to detail.
- Ability to handle **confidential and sensitive information** with discretion.
- Desired qualities: Initiative, transparency, teamwork, respect, and ability to comply with deadlines.

Education & Experience:

- **High school diploma or GED required; a college degree is preferred.**
- **Minimum 2 years of customer service experience.**
- **At least 1 year of administrative experience** in a professional setting.

Physical & Work Environment Requirements:

- Extended periods of **sitting and computer use.**
- Close visual attention required for **computer-based tasks.**
- Ability to **communicate effectively and understand instructions.**
- Occasional **light lifting and carrying** may be necessary.
- Routine use of **office equipment**, including computers, phones, and photocopiers.
- Mobility to **move freely within an office setting.**

We Offer:

- Competitive Salary/Hourly payment according to the local labor market and experience.
- Training provided by the Firm.
- Incentives and bonuses according to performance during tax season.

Note: Applicants should send their resume and a cover letter in English to the email rapidoymastaxes@gmail.com by September 15th, 2025. Only selected profiles will be contacted for an interview process.

