

Tax Researcher

Full-time and seasonal opportunities are currently available

About NATP

The National Association of Tax Professionals (NATP) is the largest association dedicated to equipping tax professionals with the resources, connections, and education they need to provide the highest level of service to their clients. 23,000 members rely on NATP to deliver professional connections, content expertise, and advocacy that provides them with the support they need to best serve their clients. The NATP headquarters is located in Appleton, WI. To learn more, visit www.natptax.com.

The Tax Researcher is responsible for taking incoming federal tax-related questions, primarily by phone, from members and non-members, researching their question(s), and providing timely and relevant documented follow-up.

What You Do

These duties are not meant to be all-inclusive and other duties may be assigned.

- Ambassador of NATP Values – Excellence, Respect, Inclusion and Belonging, Passion
- Primarily via phone, communicate with members/non-members to understand their challenging federal tax questions by asking probing questions and documenting relevant facts and circumstances.
- Verify and update member information, if needed, while recording payment or member benefit.
- Research and follow up with members, clearly documenting findings in relation to the member inquiry.
- Create and proof tax-related material in an understandable and readable format; moderate eLearning events and act as subject matter expert in areas of expertise, as needed.
- Remain current and expand tax knowledge by reading tax updates, attending tax seminars and workshops, and researching new topics of interest.

What You Bring

- Strong tax research ability utilizing numerous technical tax tools
- Strong written and verbal communication and customer service skills with the ability to simplify complex situations and provide clear follow up
- Intermediate computer skills utilizing numerous technology platforms and Office365 experience
- At least three years of federal tax experience and the ability to understand and interpret tax code, regulations, theory, and apply in practice
- Bachelor's degree in accounting or associate degree and equivalent experience is highly desired

What Makes You Stand Out

- Enrolled Agent (EA) or Certified Public Accountant (CPA)

- Individual and broad business tax knowledge

Success Factors

- Accurate and timely follow-up, NPS, number of questions completed

Work Environment

Work is performed in an office environment with minimal exposure to injury. Routinely using basic office equipment including phone and computer are essential. Work hours are normally Monday through Friday and will usually average 40 - 45 hours a week. Extended evening and weekend work may occur during tax filing season and occasionally to meet the needs of the business. Telecommuting is an option.

The National Association of Tax Professionals (NATP) is an Equal Opportunity Employer. The policy of NATP is to extend opportunities to qualified applicants and staff on an equal basis regardless of an individual's race, color, gender, age, national origin, religion, citizenship status, marital status, sexual orientation, gender identity, transgender status, physical or mental disability, protected veteran status, genetic information, pregnancy, or any other categories protected by applicable federal, state or local laws.

NATP is an equal opportunity employer (Minority/Female/Disabled/Veteran)

If you require a reasonable accommodation as part of the application process, please contact HR at jdiana@natptax.com.