**About isolved**

isolved is an employee experience leader, providing intuitive, people-first HCM technology. Our solutions are delivered directly or through our partner network to more than five million employees and 145,000 employers — who use them every day to boost performance, increase productivity, and accelerate results while reducing risk. Our HCM platform, isolved People Cloud, seamlessly connects and manages the employee journey across talent management, HR & payroll, workforce management and engagement management functions. No matter the industry, we help high-growth organizations employ, enable and empower their workforce by transforming employee experience for a better today and a better tomorrow. For more information, visit [www.isolvedhcm.com](http://www.isolvedhcm.com).

**Tax Operations Specialist**

Location: Dubuque, IA

**Job Summary:**

Review outstanding applications with the states; Work with states to stay on top of determinations and changes to process. Work with legislative group to stay up to date on any WOTC changes or updates. Create client emails regarding lobbing efforts regarding WOTC. Review daily mail and process forms to be filed with the states; process tax credits, prepare client invoices and reports quarterly. Research and projects as assigned by director.

**Core Job Duties:**

* Make regular calls to state WOTC offices to 1) check on processing status; 2) inquire for clients or request special processing; 3) coordinate testing of new systems; 4) develop good relations with WOTC coordinators
* Write various customer emails, proofread documents and emails for director, operations, and account managers
* Monitor IRS updates
* Participate in regular NEOG/NEON calls to help isolved stay current with states and DOL directives
* Ensure IRS forms are up to date
* Coordinate creation of updated forms–paper and electronic
* Process daily mail–review to determine qualification for federal and state tax credits
* Scan and enter mailed qualified and disqualified forms for compliance
* Enter WOTC certificates and denials in the program
* Receive and process state pending/needs letters
* Web enter WOTC qualified applications directly on various state websites
* Receive payroll files and process tax credits for all clients each quarter
* Work toward continuous quality improvement
* Stay current with changing technology, including software programs
* Uphold, support, and promote all company policies and procedures

**Minimum Qualifications:**

Language Skills:

* Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or government regulations.
* Ability to write reports, business correspondence, and procedure manuals.
* Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

Mathematical Skills:

* Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume.
* Ability to apply concepts of basic algebra and geometry.

Reasoning Ability:

* Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form.
* Ability to deal with problems involving several concrete variables in standardized situations.

**Education and Experience:**

* High school diploma or equivalent required; Bachelor’s degree (B.A.) from four- year college or university preferred
* Minimum four-six years work experience and/or training required

*isolved offers competitive total rewards including health & welfare benefits, career development and advancement opportunities, 401k match, annual merit and pay for performance bonus eligibility and a flexible, safe work environment.*

*We're an equal opportunity employer. All applicants will be considered for employment without attention to race, color, religion, sex, sexual orientation, gender identity, national origin, veteran or disability status. isolved is a progressive and open-minded meritocracy. If you are smart and good at what you do, come as you are.*