

<b>We value the following behaviors</b>		
Shows up	Showing up when work needs doing - we're a group that works in surges. Be reliable about coming to work.	We show up to work the surges - busy seasons require 50 hour weeks, but it's fine to be part-time in the non-busy times.
Critical Thinking	Anticipate what needs doing - we're a planning firm - and do it before it's an emergency (see your job description and/or pipeline reports for clues.) Pivot: let the Roomba be your spirit animal: if you get stuck, just pivot and keep going in another direction.	We are timely - productive and responsive, anticipating rushes proactively.
Accurate	Be accurate - be trained and bring focus to your assignment	We are correct. Since we're also human, that means we value good quality control procedures
Trustworthy	Be trustworthy and brave - brave enough to say when something isn't done yet, trustworthy that your word is accurate. Be discreet. Keep private things private.	Don't be fearful, ask for training if you don't feel competent on something. Don't say "yes" until you can see when you'll do it.
Innovative	Always be improving. When you understand the job really well and see a way to improve it, do so. Innovate. This is an entrepreneurial job.	We are knowledgeable - continuously learning and innovating
Mindful	Don't create bad weather in the office. Have balance and boundaries in your own life so you can be present at work. Look for the win-win.	Don't suffer the "second arrow": be forthright in communication, don't hold grudges, call people out when they aren't holding up their end (and be okay with being called out yourself.) Say "hmm, that's hard to hear, but I'll think about how to come across better" if you're lucky enough to get feedback on how to improve.
Kind	Be kind, be positive, be affirming, reach for an attitude of gratitude. Delight in relieving the clients.	Look for the good in people. Recognize that your thoughts about a thing trigger your feelings. Think about ways to reframe things generously. In a world where you can be anything, be kind.
	As Jennifer says:	
	One step at a time	We are respectful of all the ways of being human
	Remember to giggle	- no one dies to get here in an ice storm
	And do good work	- diversity creates a culture "add" rather than a culture "fit".
	(what else? What's evident to you from how we actually behave?)	
	We value dogs and children as potential co-workers.	
	We value energy conservation	
	We value data security	
	We value delighting and relieving people and hate annoying people.	
	We value continuous improvement.	
	We value seeking the win-win, where we're grateful to work with the people we're working with and they're grateful to be working with us.	

<b>We provide valuable information in a timely manner working with fantastic people who we really care about.</b>			
Every day we aim to relieve and delight our People.			
We remove things that annoy and add things that delight.			
We stay knowledgeable so our information is valuable			
We keep good systems in place to be timely.			
We create a good prospect funnel in place so we only get fantastic clients			
We have good work/life balance so we can bring our whole selves to each client interaction.			

<b><i>You will love working here if:</i></b>	
	You like having a different issue come up each day. Even when we are processing widgets (like tax returns) they are all unique and bespoke.
	You like crossing things off your "to do" list.
	You are kind of a productivity nerd.
	You're kind of a quality assurance nerd.
	You're good at creating boundaries so you can leave work at work, but also leave home at home. You bring your best version of yourself to work, but have balance in your life so you also can be your best at home.
	You think it makes sense to fit into your life restorative recreation, physical fitness, good sleep hygiene, and good emotional health.
	You think meditating for ten minutes a day is a good idea.
	You don't want to deal with snark or whining. You prefer a positive attitude even when you don't know how you will solve something yet.
	You are okay with having to do things that you don't already know how to do. Google is your friend. (Also note that there's probably an SOP for whatever you're trying to do.)
	You're happy to document what you just figured out how to do if there isn't already an SOP, or correct the old one if there is.
	You like learning.
	You like getting things right. Details matter to you. You can handle having to redo things that aren't yet right. In our business, if you're not right you're wrong. We strive for absolute accuracy on tax returns, and try not to publish shitty numbers on performance reports. Things like management fee billings have to be RIGHT. Attention to detail comes from being present in your job, as well as not skipping steps on checklists designed to help you be accurate.
	Understanding the big picture matters to you. Advice needs to be given from a position of understanding all the pieces and parts.
	You feel satisfaction from relieving and delighting a client.
	You take data security seriously.
	You can handle constant change: we do major projects or upgrades to our systems roughly 3x a year.
	You're okay working in a place without a ton of water cooler time.
	You like dogs. Yours would be welcome here, too.
	You can handle surges in the work schedule. We need to cover other people's vacations, we need to handle client emergencies, we need to handle tax season deadlines. (The flip side of this is that you will have down time, but you need to NOT get too used to it, as busy times always break up the lulls just when you get used to having a lull.)