SUMMARY

Exciting opportunity for retirees, stay-at-home parents, or anyone looking for a seasonal part-time, flexible job!

The VITA (Volunteer Income Tax Assistance) Site Coordinator is responsible for maintaining an orderly, efficient, and welcoming site; ensuring Quality Requirements are executed; coordinating volunteer schedules; and providing excellent customer service to clients and volunteers. The Volunteer Income Tax Assistance program provides income-limited households with free assistance to file their income tax return.

This is a temporary independent contractor position established for the 2026 tax season, to begin at time of hire and end April 30, with the possibility of some hours through May to accommodate off-season needs. The position has a flexible working schedule, averaging 15-20 hours per week.

RESPONSIBILITIES

Site Management:

- Organize waiting areas and workstations for tax preparers with necessary resources and supplies.
- Ensure that all required paperwork and forms are stocked for each tax appointment.
- Review intake paperwork and discuss it with clients.
- Assist clients through the tax filing process.
- Maintain orderly clients' files and ensure security of confidential paper and electronic files.
- Communicate supply needs to the Program Manager for ordering.
- Ensure the site closely adheres to the Quality Site Requirements.
- Ensure the site adheres to Title VI by not denying service to anyone based on race, color, sex, age, national origin, or disability.

Personnel:

- Communicate with volunteer preparers to ensure appropriate coverage is maintained for each day when the site is open.
- Communicate with volunteers regarding coverage and attendance.
- Track volunteer attendance and hours of service. Prepare monthly volunteer time report for the site to be submitted to the VITA Program Manager.
- Support volunteer appreciation activities.
- (In some cases) supervise administrative staff responsible for greeting clients.

Communication:

- Serve as a main point of contact for clients. Field in-person questions, respond to phone calls, and contact clients when necessary to address problems with returns.
- Serve as a communication liaison regarding the operation of the tax site for colleagues and volunteers.
- Distribute updates and changes from the IRS to volunteers and clients.

QUALIFICATIONS

- A willingness to learn and use electronic tax return software.
- Ability to assist clients and volunteers in a courteous and helpful manner.
- Strong organizational skills with the ability to prioritize multiple responsibilities and meet deadlines.
- Committed to providing excellent customer service, with demonstrated ability to follow instructions and carefully review work for accuracy.
- Ability to work with people from diverse backgrounds.
- Punctual and reliable.
- Enjoy working as a part of a team and with volunteers.
- Basic computer skills.
- Basic tax knowledge (Form 1040, Form 1040A, and Form 1040EZ) and VITA certification at the Advanced level is required before February 1, 2025. **Training is provided.**
- VITA certification as a Site Coordinator is required before February 1, 2025. **Training is provided.**

  Bilingual candidates encouraged to apply

How To Apply

Submit your cover letter and resume to Kristie Costa, VITA Program Manager, at kcosta@unitedwayplains.org