PROGRAM & OPERATIONS ASSISTANT
POSITION DESCRIPTION

WHO WE ARE
Greenville County continues to draw national attention as a popular destination for visitors and a magnet for new development. Despite our success, many people experience a different Greenville. Right now, nearly 60,000 people are experiencing poverty in our county. As the largest poverty-fighting organization in South Carolina, United Way of Greenville County’s unique ability to take on challenges like affordable housing, education, job training, transportation and other complex community issues—all at the same time—is unmatched.

WHAT WE DO
We mobilize individuals and convene partner agencies, corporations and community leaders to make broad, systemic change like no other organization can on its own.

United Way values the abilities and perspectives that make each person who they are, empowering our employees to reach higher, think differently, act innovatively, and work collaboratively. People who work here provide the energy, expertise and creativity that is critical to creating the lasting change our community needs—and the opportunities to succeed that everyone deserves.

As a funder, partner and convener, United Way of Greenville County works with the entire community to build resources, focus investments, and foster partnerships that create lasting solutions to big community problems.

POSITION SUMMARY
Reports to: VITA Program Manager & Senior Manager for Community Impact
The Program & Operations Assistant is a member of United Way of Greenville County’s Community Impact team and is responsible for providing administrative and programmatic support to the Volunteer Income Tax Assistance (VITA) program. In addition, the person in this role will also provide operational support and clerical services to the United Way Center for Financial Stability.

PRIMARY RESPONSIBILITES
• Serve as the first point of contact for clients and volunteers to address questions or concerns. Respond to routine telephone and e-mail inquiries and correspondence in a timely manner.
• Provide administrative support for meetings and trainings, assuming responsibility for attendance, reservations, distributing agenda and supplemental documentation.
• Prepares and maintains documentation, plans, reports, schedules, databases, spreadsheets, etc. to support functions.
• Assist with updating all software, records, reports, and Standard Operating Procedures (SOP) as needed.
• Compiles and disseminates program reports, materials and documents to various parties.
• Complete all IRS VITA certifications (Basic, Advanced, etc.) and provide preparation assistance, Quality Reviews, and Site Coordination as needed.
• Assist with the scheduling of tax site locations, including hours/days of operations. Communicate any revisions to all relevant parties (i.e. appointment scheduling team) and update scheduling systems accordingly.
• Maintain and monitor on-line appointment scheduling system.
• Provide presentations and attend speaking engagements, as needed, to share the impact of VITA with the community.
• Assist with the development and implementation of the marketing and outreach strategies.
- Resolve minor situations that arise in the daily operations exhibiting the judgement to refer more difficult or sensitive concerns to the appropriate staff member.
- Follow site establishment and close out policies and procedures to ensure tax sites can operate efficiently and effectively.
- Coordinate the distribution, collection, and re-inventory of all VITA equipment and supplies and submit requests for purchases as needed.
- Assist in the troubleshooting of technology issues that may arise such as printer installation, networking issues, or minor laptop malfunctions.
- Address equipment, software, supply and other site needs in a timely manner, working together with the IRS and UWGC VITA staff.
- Provide meeting/training support, including scheduling, logistics, and notetaking.
- Assist with the preparation of presentations and training materials, including PowerPoint and other visual presentations.
- Conduct meetings, trainings, and/or presentations, as needed.
- Assist with the implementation of volunteer recruitment strategies.
- Communicate regularly with volunteers and maintain volunteer database, website, and scheduling system. Identify staffing needs and work with team to resolve any understaffed locations.
- Assist in maintaining grant management and partner relationship records.

ADDITIONAL RESPONSIBILITIES
- Collaborate with other United Way departments to support and facilitate a positive cross-functional working relationship.
- Perform other duties as requested or assigned.

IDEAL CANDIDATE PROFILE
- Bachelor’s degree in a related field or two years of professional experience related to volunteer management, customer service, and/or tax preparation.
- Ability to pass a suitability check (a tax compliance check, a criminal background check, etc.).
- Valid driver’s license, reliable transportation and cell phone.
- Ability to work non-standard work schedule (evenings & weekends) as needed during tax season.
- Experience with program management, public speaking, and training.
- Knowledge and use of current Microsoft Office and its applications.
- Strong organizational and time-management skills.
- Excellent oral and written communication skills; compassionate ability to work with the public; works well with diverse populations of clients and volunteers.

HOW TO APPLY
Submit your resume and cover letter to talent@unitedwaygc.org with “Program Assistant” in the subject line.

United Way of Greenville County offers competitive compensation based on prior experience and qualifications as well as comprehensive benefits in order to best support our people. Benefits we offer include: health, dental and vision insurance where United Way of Greenville County pays generously towards the cost of these benefits for employees and their families.

United Way of Greenville County is an equal opportunity employer and values diversity. All employment is decided on the basis of qualifications, merit and business need.