VITA PROGRAM MANAGER
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: Senior Manager of Community Impact
The VITA Program Manager is a member of United Way of Greenville County’s Community Impact team and is responsible for all operational aspects of the Volunteer Income Tax Assistance (VITA) program. The person in this role will also provide leadership and support to VITA Coalition Partners, Community Partners, and United Way staff to ensure effective and efficient operation of the VITA program.

PRIMARY RESPONSIBILITIES
GENERAL PROGRAM ADMINISTRATION
• Serves as main program contact for UWGC tax site and the IRS; respond to inquiries as needed; communicates with UWGC staff, IRS staff, and other tax sites on a regular basis; answers taxpayer questions regarding tax law or the client’s tax return.
• Recruit, hire and train 3-5 paid Site Coordinator positions, coordinating with United Way Human Resources and temporary staffing agency to secure contract for services
• Provide supervision and support for full time Program & Initiatives Assistant
• Supervise one (1) full time members through the AmeriCorps program
• Preparation of annual calendar and agenda content, development of site and volunteer schedules, event coordination.
• Continuously update and maintain Standard Operating Procedures (SOP) for VITA program.
• Prepare, submit, and communicate production reports on an ongoing basis or as requested for reporting and grant applications.
• Work in partnership with the Greenville Response Line team to implement the appointment scheduling system
MARKETING
• Work in partnership with the Marketing department and CI Leadership develop and execute a marketing and outreach strategy for VITA and MyFreeTaxes for UWGC and Coalition partners.
• Assists with marketing and publicity by helping to develop web content, communications, and VITA materials. Responsible for ensuring VITA Volunteer website is up to date and provides helpful and accurate information.
• Conduct presentations and attend speaking engagements to promote the VITA program and share the impact in the community.

SITE OPERATIONS & COORDINATION
• Along with CI Leadership, identify and confirm all tax site locations, including hours/days of operation and staffing needs
• Manage scheduling of mobile tax site locations, including staffing needs
• Provide technical assistance and support to volunteers, AmeriCorps members, Coalition partners, and taxpayers, as necessary.
• Oversee and manage VITA site establishment and close out policies and procedures including communicating site information to the appointment center, inventory and maintenance of site supplies and technology, and other required materials.
• Conduct VITA Site Visits to ensure all IRS Quality site requirements are in compliance with site operating procedures and guidelines
• Complete all IRS VITA certifications (Basic, Advanced, etc.) and provide preparation assistance, Quality Reviews, and Site Coordination as needed.
• Provide management support to both volunteers and sites, ensuring appropriate coverage for each shift (i.e. on-call site management)

EQUIPMENT, SUPPLIES, & TECHNOLOGY
• Oversee the management of all VITA related assets (computers, printers, etc.) and submit requests for purchases as needed
• Coordinate with IT personnel and IRS to ensure proper software installation and security functions are in place
• Manage the distribution, collection, and re-inventory of tax site equipment and supplies to tax sites
• Troubleshoot technology issues such as printer installation, networking issues, or minor laptop malfunctions
• Administer tax preparation software packages and ensure functionality for users

VOLUNTEER RECRUITMENT, TRAINING, & MANAGEMENT
• Develop the training schedule and curricula for all volunteer positions including AmeriCorps members. Conduct training and study sessions for participants.
• Developing and administering volunteer recruitment strategies including presentations, speaking engagements, events, etc.
• Ensures volunteer records and reports are accurate and up to date. Provides ongoing correspondence to volunteers when necessary.

ADDITIONAL RESPONSIBILITIES
• Collaborate with other United Way departments to support and facilitate a positive cross-functional working relationship.
• Work in partnership with other Free Tax Preparation program partners and IRS agents to develop relationships to develop innovative service delivery methods to reach taxpayers.
• Perform other duties as requested or assigned.
IDEAL CANDIDATE PROFILE

- Bachelor’s degree in a related field and previous 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.
- Strong project management skills with timely and consistent attention to follow up.
- Professional leadership within a team environment, multi-tasker, self-motivated and takes initiative, shares credit and takes responsibility.
- Effective problem solver and decision maker.

HOW TO APPLY
Submit your resume and cover letter to talent@unitedwaygc.org with “VITA Program Manager” 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.