VITA SITE COORDINATOR - PART TIME SEASONAL

Schedule: December, 2020 through April 30, 2021

Schedule Options:
- 30 hours per week
- 15-20 hours per week
- 10-15 hours per week

POSITION DESCRIPTION

This is not a contract. No information in this document will alter the At-Will Employment Relationship.
POSITION SUMMARY: VITA Site Coordinator
Report to: VITA Program Manager

Sponsored by the Internal Revenue Service (IRS), the Volunteer Income Tax Assistance (VITA) program provides free income tax preparation assistance to individuals and families with a household income of approximately $60,000 a year or less. VITA works to ensure everyone in the community receives all of the tax credits and deductions for which they are eligible, with the goal being to help more individuals and families achieve greater financial stability through free tax preparation.

LENGTH OF COMMITMENT
Candidates will need to be available to begin training in December and work through April 30th, 2021. Site Coordinators will not work December 14, 2020 through January 3, 2021. Evening hours and Saturdays are required during the tax season depending on site location.

Hours per week will vary based on the site location. Schedule options are 30 hours per week, 15-20 hours per week or 10-15 hours per week. Candidates will be hired for a specific schedule and will be required to work those scheduled hours for the duration of their commitment.

ESSENTIAL RESPONSIBILITIES
The VITA Site Coordinator manages all aspects of the site operations to ensure fair and high-quality service to clients; appropriate application of tax law when preparing federal and state income tax returns, and compliance with IRS privacy and confidentiality agreements when administering electronic tax returns. The position requires the use of computer equipment and software, professional management, and interactions with a small group of volunteers and key stakeholders, and the application of high ethical standards and adherence to Internal Revenue Service policies, procedures, and guidelines. Responsibilities include, but not limited to:

- Oversee VITA site operations during the tax season and ensure sites are open as scheduled and adequately staffed to meet the demands of appointments.
- Manages small group of volunteers to work at site, including a volunteer work schedule.
- Ensure that all volunteers working at the site have completed the required certification. Recognize and appreciate volunteers on an ongoing basis.
- Track and report hours for volunteers using scheduling software and/or written timesheets.
- Set up and operate laptop computers and printers and address related IT challenges.
- Conduct intake interviews with clients, as needed.
- Prepare tax returns and conduct quality reviews only as needed.
- Address client questions or concerns regarding their experience at the tax site.
- Resolve complaints and conflicts in a time, fair, and professional manner.
- Submit returns electronically at the close of each site day.
- Maintain relationship and communication with United Way of Greenville County, host site liaisons, and local IRS office for obtaining site materials and other pertinent information.

ADDITIONAL RESPONSIBILITIES:

- Take all necessary and/or required certification exams using the Link & Learn Certification website and pass with a score of 80% or higher. This includes the, Advanced level, and Site Coordinator Certification. Depending on site location, the Site Coordinator may be required to take the Foreign Student certification.
- Be on-site during all site hours of operation and additional hours as necessary.
- Assist with outreach and marketing the VITA program to residents in Greenville County.
- Assist with volunteer recruitment and training.
- Have access to reliable transportable and a valid driver’s license.
- Perform other duties as requested or assigned.

Preferred Experience and/or Skills

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• Prior experience with the VITA program
• Bilingual preferred
• Experience with tax preparation or income tax law and application
• Volunteer Management experience
• Strong computer skills, analytical and problem-solving skills
• Ability to work well with diverse populations
• Strong communication skills - including English fluency, specifically the ability to translate tax law into understandable concepts for clients and other volunteers
• Ability to work independently in a fast-paced setting
• Strong analytical and problem-solving skills

Compensation
The hourly rate for this position $18.00 per hour for hours worked. There are no benefits offered for this temporary assignment.

Application Process
All candidates must complete a full background check prior to accepting the position. This includes, but is not limited to, the National Sex Offender Registry, a SLED (SC state law enforcement) check, and an FBI fingerprinting. This will be required at no cost to the applicant.

HOW TO APPLY
Submit your resume and cover letter to talent@unitedwaygc.org with “VITA Site Coordinator Position” in the subject line.

United Way of Greenville is an equal opportunity employer and value diversity. All employment is decided based on qualifications, merit and business need.