

## UNITED WAY OF GREENVILLE COUNTY REGIONAL VITA PROGRAM MANAGER



**Reports to:** Director of Financial Stability

**Direct Reports:** VITA Program Coordinator Lead Appointment Specialist

**FLSA Status:** Exempt, Full-Time

**Date Revised:** July 2022

### 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 (UWGC) 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.

**Vision:** A Greenville County where all people have access to the opportunities to achieve their full potential.

**Mission:** We mobilize people and resources to improve lives, strengthen the community, and advance equity for the benefit of all.

**Impact:** 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:

The Regional VITA Program Manager is a member of the Community Impact Team and is responsible for administering the Volunteer Income Tax Assistance (VITA) program and overseeing all operational aspects of VITA program delivery and grant(s). The Regional VITA Program Manager also provides leadership to VITA Coalition Partners, Community Partners, and United Way staff to ensure effective and efficient operation of the VITA program.

## **Key Relationships:**

External: VITA coalition partners, community partners, community volunteers, IRS SPEC Relationship Manager, IRS Grant Program officer, AARP grants management analyst

Internal: Volunteer groups associated with Financial Stability, including Community Impact Committee, and United Way staff.

## **ESSENTIAL RESPONSIBILITIES**

### **PROGRAM ADMINISTRATION**

- Responsible for the delivery, oversight, and management of all aspects of the VITA Program , in accordance with program and grant guidelines.
- Serves as main program contact for UWGC tax site and the IRS; responds to inquiries as needed; communicates with UWGC staff, IRS, and other tax sites on a regular basis.
- Leads, convenes and collaborates with VITA Coalition grant partners to successfully implement the multi-county VITA program.
- Hire, train and supervise 5 appointment specialist positions, coordinating with United Way Human Resources and temporary staffing agency to secure contract for services.
- Provide supervision and support to VITA Program Coordinator and Lead Appointment Specialist.
- Prepare, submit, and communicate production reports on an ongoing basis or as requested for reporting and grant applications.

### **PROGRAM OPERATIONS**

- Develop and implement operational plan to achieve strategic goals, priorities, and outcomes of the VITA program.
- Along with VITA Program Coordinator, identify and confirm all tax site locations, including hours/days of operation and staffing needs.
- Oversee tax site locations, including staffing and programmatic needs.
- Provide technical assistance and support to volunteers, AmeriCorps members, Coalition partners, and taxpayers, as necessary.
- Oversee and manage Appointment Center operations, including staff supervision, scheduling, and appointment scheduling system.
- Oversee 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)
- Continuously update and maintain Standard Operating Procedures (SOP) for VITA program.

### **MARKETING AND OUTREACH**

- Work in partnership with the Marketing department and Director of Financial Stability to 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.

**VOLUNTEER RECRUITMENT, TRAINING, & MANAGEMENT**

- Develop and administer volunteer recruitment strategies including presentations, speaking engagements, events, etc.
- Ensure volunteer records and reports are accurate and up to date. Provide ongoing correspondence to volunteers when necessary.
- Along with VITA Program Coordinator, develop the training schedule and curricula for all volunteer positions including AmeriCorps members. Conduct training and study sessions for volunteers.

**EDUCATION AND EXPERIENCE**

- Bachelor’s degree in a related field.
- Ability to pass a suitability check (a tax compliance check).
- Experience in team leadership and management, strategic thinking, program development, volunteer management, research, evaluation, and report writing.
- Strong written communication skills.
- Experience with meeting facilitation, public speaking, and training.
- Knowledge and use of current Microsoft Office and its applications. Database experience a plus.

<b>Mental &amp; Physical Demands- ADA Guidelines</b>				
<b>Physical Demands</b>				
Stand	<input type="checkbox"/> Constantly	<input type="checkbox"/> Frequently	<input checked="" type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
Walk	<input type="checkbox"/> Constantly	<input type="checkbox"/> Frequently	<input checked="" type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
Sit	<input checked="" type="checkbox"/> Constantly	<input type="checkbox"/> Frequently	<input type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
Handling / Fingering	<input checked="" type="checkbox"/> Constantly	<input type="checkbox"/> Frequently	<input type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
Reach Outward	<input type="checkbox"/> Constantly	<input type="checkbox"/> Frequently	<input checked="" type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
Reach Above Shoulder	<input type="checkbox"/> Constantly	<input type="checkbox"/> Frequently	<input checked="" type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
Climb	<input type="checkbox"/> Constantly	<input type="checkbox"/> Frequently	<input type="checkbox"/> Occasionally	<input checked="" type="checkbox"/> N/A
Crawl	<input type="checkbox"/> Constantly	<input type="checkbox"/> Frequently	<input type="checkbox"/> Occasionally	<input checked="" type="checkbox"/> N/A
Squat or Kneel	<input type="checkbox"/> Constantly	<input type="checkbox"/> Frequently	<input checked="" type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
Bend	<input type="checkbox"/> Constantly	<input type="checkbox"/> Frequently	<input checked="" type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
<b>Lifting Requirements</b>				
10 pounds or less	<input type="checkbox"/> Constantly	<input type="checkbox"/> Frequently	<input checked="" type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
11 to 20 pounds	<input type="checkbox"/> Constantly	<input type="checkbox"/> Frequently	<input checked="" type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
21 to 50 pounds	<input type="checkbox"/> Constantly	<input type="checkbox"/> Frequently	<input type="checkbox"/> Occasionally	<input checked="" type="checkbox"/> N/A

51 to 100 pounds	<input type="checkbox"/> Constantly	<input type="checkbox"/> Frequently	<input type="checkbox"/> Occasionally	<input checked="" type="checkbox"/> N/A
> than 100 pounds	<input type="checkbox"/> Constantly	<input type="checkbox"/> Frequently	<input type="checkbox"/> Occasionally	<input checked="" type="checkbox"/> N/A
<b>Pushing and Pulling Requirements</b>				
12 pounds or less	<input type="checkbox"/> Constantly	<input type="checkbox"/> Frequently	<input checked="" type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
13 to 25 pounds	<input type="checkbox"/> Constantly	<input type="checkbox"/> Frequently	<input checked="" type="checkbox"/> Occasionally	<input type="checkbox"/> N/A
26 to 40 pounds	<input type="checkbox"/> Constantly	<input type="checkbox"/> Frequently	<input type="checkbox"/> Occasionally	<input checked="" type="checkbox"/> N/A
41 to 100 pounds	<input type="checkbox"/> Constantly	<input type="checkbox"/> Frequently	<input type="checkbox"/> Occasionally	<input checked="" type="checkbox"/> N/A
> than 100 pounds	<input type="checkbox"/> Constantly	<input type="checkbox"/> Frequently	<input type="checkbox"/> Occasionally	<input checked="" type="checkbox"/> N/A
<b>Definitions</b>				
<b>N/A</b>	<b>Not Applicable</b>	Activity is not applicable to this occupation		
<b>O</b>	<b>Occasionally</b>	Occupation requires this activity up to 33% of the time (0 - 2.5+ hrs./day)		
<b>F</b>	<b>Frequently</b>	Occupation requires this activity from 33% - 66% of the time (2.5 - 5.5+ hrs./day)		
<b>C</b>	<b>Constantly</b>	Occupation requires this activity more than 66% of the time (5.5+ hrs./day)		

**HOW TO APPLY**

Submit your resume and cover letter to [talent@unitedwaygc.org](mailto:talent@unitedwaygc.org) with “Regional 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 eligible 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.*