North Texas Area United Way

JOB DESCRIPTION

Title: VITA Assistant/Site Coordinator

Status: Full-time, Temporary

Department: VITA

Grant Funded Position: Yes

Reports to: VITA Coordinator

GENERAL SUMMARY:

The Volunteer Income Tax Assistance (VITA) Assistant/Site Coordinator position is a temporary, full-time position from Jan 2018 through April 2018. The Site Coordinator must complete all IRS Vita Certification tests at the Advanced level to include Health Saving Accounts. He or she will be responsible for troubleshooting minor technical issues, answering clients and volunteers' tax questions, and maintaining the VITA tax sites. VITA Assistant/Site Coordinator must have strong organizational and interpersonal skills, comfort with a wide range of people, strong commitment to anti-poverty mission, and be a dependable, hard worker, with an ability to take initiative and work with minimal supervision. This is a 40-hour work week position that will require some evenings and Saturdays.

ESSENTIAL JOB FUNCTIONS:

- Oversee all aspects of the tax process, including intake, preparation, review and daily e-filing.
- Ensure that all persons working at the VITA site have completed the required certification.
- Manage VITA Site operations, overseeing the implementation of policies and procedures which ensure delivery of high quality service to all clients.
- Supervise and support volunteers in achieving program goals and completing all contractual obligations.
- Maintain site records and troubleshoot problems with tax preparer's computer and software.
- Ensure that the VITA sites follow the IRS Quality Site Requirements as detailed in IRS Pub 5156.
- Perform all other related duties and responsibilities that will ensure the safe and efficient operation of the VITA sites.
- Create a positive experience for taxpayer and provide the best possible tax return for client within IRS guidelines.
- Attend all training required by the program contract.
- Promote the North Texas Area United Way's mission and purpose.
- Other duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES:

- Basic tax knowledge (Form 1040, 1040A and 1040EZ).
- Maintain quality site environment. Resolves problems keeping in mind clients are the top priority. Site Coordinator also ensures all services rendered to clients are performed in an atmosphere of respect as our mission dictates.
- Average mastery of computer skills required (navigating Tax Slayer, Google Docs, Internet, using e-mail, Excel and Word).
- Good interpersonal skills and comfort with a wide range of people.
- Take initiative and work with minimal supervision.
- Strong problem solving, organizational, customer service, and leadership skills.
- Bilingual English-Spanish or another language helpful, but not required.
- Manage outcomes and performance in a changing and expanding work environment.
- Learn and effectively apply organizational policies, procedures, rules, regulations and practices pertaining to all aspects of the job.
- Effective communicator, both orally and in writing.
- Demonstrated experience, understanding, knowledge of and the VITA program and tax law. Ability to inspire, educate and motivate, volunteers and others.
- Maintain confidentiality.
- Reliable transportation, current driver's license and liability insurance as required by the State.
- Able to pass required background checks.
- Excellent customer service skills.
- Complete all IRS training and successfully pass certification test at the Advanced Level and the Health Savings add on certification.

EDUCATION AND EXPERIENCE:

- Associates Degree preferred; However required experience can substitute for education
- 2 tax seasons of experience preparing tax returns at advanced level (tax office experience) required.
- Previous work with low income, diverse population and college students preferred
- Experience managing teams and acting in leadership roles in the community and/or human services sector preferred.
- Preference for individuals certified to advanced level through IRS VITA Link & Learn certification.

PHYSICAL REQUIREMENTS

Requirement	0-24%	25-49%	50-74%	75-100%
Must be able to read and interpret reports.				X
Must be able to use the computer.				X
Must be able to speak and hear				X

well to provide tax assistance over the phone and in person.				
Must be able to stand to open files, operate office machines and have mobility in the tax site.			X	
Must be able to write, type, use a calculator and telephone system				X

PHYSICAL DIMENSIONS:

Position consists mostly of sitting for extended periods of time at a desk, working on a computer and answering the telephone. Occasional stooping, lifting, walking or carrying of objects will occur.

Note: The statements herein are intended to describe the general nature and levels of work being performed by employees assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel classified. This job description might be revised at any time.

To apply email one copy of resume and cover letter to:

Genevieve Anderson
genderson@ntauw.org
NO PHONE CALLS PLEASE.

Disclaimer: Critical features of this job are included in the job description. They may be subject to change at any time due to reasonable accommodation or other reasons. The above statements are strictly intended to describe the general nature and level of the work being performed. They are not intended to be construed as a complete list of all responsibilities, duties, and skills required of employees in this position.

North Texas Area United Way is an Equal Opportunity Employer.

December, 2017