

Job Announcement: VITA Site Coordinator

Position Title: Volunteer Income Tax Assistance Site Coordinator

Reports to: Director of Social Enterprises

Job Summary

ABOUT THE CUYAHOGA EITC COALITION

Each year, the Cuyahoga EITC Coalition, led by Enterprise Community Partners along with other community partners, provides free tax preparation and access to asset building programs for more than 14,000 low-income families. The mission of the Coalition is to be a community base coalition that promotes economic prosperity and improve lives through Volunteer Income Tax (VITA) and asset building activities that move low income families from financial uncertainty to financial security.

OVERVIEW OF POSITION

Each VITA site is led by a Site Coordinator. This position assists the Coalition by recruiting and supervising volunteers; ensuring quality review process and procedures are being followed; responding to client inquires; attending mandatory site coordinator training; and providing an overall excellent experience for volunteers and clients alike. All Site Coordinators must obtain Site Coordinator Certification as well Advanced Level IRS Certification. Site Coordinators are responsible for weekly reporting and expected to participate in an end-of-season review with Cuyahoga EITC Coalition staff.

Essential Functions

KEY RESPONSIBILITIES:

- ASSIST WITH THE RECRUITMENT AND RETENTION OF VOLUNTEERS.
- SUPERVISE ALL VOLUNTEERS.
- ASSURE ALL VOLUNTEERS RECEIVE THEIR IRS CERTIFICATION AND PREPARE RETURNS ONLY UP TO THAT LEVEL.
- MANAGE VOLUNTEERS' SCHEDULES AND ASSURE VOLUNTEER COVERAGE CONFORMS TO TAX SITE SCHEDULE.
- PROMOTE FREE TAX PREPARATION.
- PROVIDE EXPERTISE AND ASSISTANCE UPON REQUEST OR AS NEEDED BY VOLUNTEERS.
- ENSURE THAT PORTABLE EQUIPMENT IS UNDER THE CARE OF A VOLUNTEER AND/OR THE SITE COORDINATOR AT ALL TIMES.
- ENSURE CONFIDENTIALITY OF ALL SENSITIVE INFORMATION FROM CLIENTS AND VOLUNTEERS.
- RESPOND TO CLIENT QUESTIONS AND RESOLVE PROBLEMS AS THEY ARISE AND IN A TIMELY MANNER.
- E-FILING ALL TAX RETURNS WITHIN 24 HOURS OF THEIR COMPLETION.
- ENSURES THAT QUALITY REVIEWS ARE BEING COMPLETED FOR ALL TAX RETURNS.
- ENSURE THAT REJECTED RETURNS ARE CORRECTED AND RESUBMITTED WITHIN THE ALLOTTED TIME.

- WORK DIRECTLY WITH IT SUPPORT STAFF IF SOFTWARE ISSUES ARISE
- WORK DIRECTLY WITH 211/FIRST CALL FOR HELP FOR APPOINTMENT SCHEDULING AND TO CREATE AND MAINTAIN AN OPEN LINE OF COMMUNICATION
- FOLLOW ALL IRS AND COALITION RULES AND REQUIREMENTS PUT FORTH TO ENSURE TAXPAYER AND VOLUNTEER SATISFACTION AND SAFETY.
- CREATE A POSITIVE EXPERIENCE FOR VOLUNTEERS AND CLIENTS SEEKING SERVICES FROM A VITA SITE.

QUALIFICATIONS:

- MUST BE ABLE TO WORK FLEXIBLE HOURS FROM JANUARY THROUGH APRIL.
- EXCELLENT ORGANIZATIONAL AND LEADERSHIP SKILLS.
- STRONG VERBAL COMMUNICATION SKILLS.
- GOOD INTERPERSONAL SKILLS AND COMFORT WITH A WIDE RANGE OF PEOPLE.
- DEMONSTRATED COMPUTER SKILLS TO OPERATE TAX PREPARATION SOFTWARE AND OTHER ACTIVITIES RELATED TO TAX PREPARATION AND VOLUNTEER COORDINATION.
- ABILITY TO PROBLEM SOLVE AND RESOLVE CONFLICT.
- ABILITY TO TAKE INITIATIVE AND WORK WITH MINIMAL SUPERVISION.
- BILINGUAL (ENGLISH-SPANISH PREFERRED)

Compensation

\$25.00 per hour, hours will vary, effective September 1, 2021 – May 15, 2022

To Apply:

Send cover letter and resume to smullins@bbcdevelopment.org