

TITLE:	Volunteer Income Tax Assistance Coordinator	STATUS:	Part-Time - Up to 30 hours per week Seasonal - September 2023 through mid-May 2024
REPORTS TO:	Vice President of Community Impact	FLSA CLASSIFICATION:	Non-Exempt –
		Rate of Pay:	\$25.00 per hour

POSITION SUMMARY:

United Way Quad Cities is the largest nonprofit funder in the Quad Cities, responsible for private investment into programs to improve education, income and health and advance equity. A key component of United Way's Income work is providing individuals and families with opportunities to become financially stable. The Volunteer Income Tax Assistance (VITA) program provides free tax preparation for individuals and families in Scott County, IA and Rock Island County, IL that earn \$57,000 or less annually.

The VITA Coordinator will provide oversight for a team of trained volunteers at VITA site(s) directed by United Way Quad Cities, through certification with the Internal Revenue Service. The VITA Coordinator is responsible for overseeing Site Coordinators and operations at all VITA sites in Scott and Rock Island Counties to ensure quality and efficiency.

The successful candidate will be a strong problem-solver, committed team player, open-minded, flexible, detail-oriented, organized and possess the ability to work hand-in-hand with a variety of stakeholders and provide top-notch volunteer management. You work well independently and tend to know what needs to get done, but also enjoy being part of a collaborative team

Overarching Responsibilities

Provide volunteer and site management at assigned VITA sites in Scott and Rock Island Counties:

- Manage the VITA project from mid-September 2023 through mid-May 2024. Some office hours will be required.
- Secure sites & Site Coordinators for the program, including signed MOUs from each.
- Set up schedules for each site with the Site Coordinators and enter into scheduler.
- Recruit and train program volunteers and ensure each volunteer is certified to participate.
- Schedule volunteers and assign their sites.
- Complete weekly reports, and inventory equipment as required by funders
- Set up VITA sites for the tax season.
- Deliver materials to sites as needed.
- Learn, understand and manage the tax platform Taxslayer.
- Lead the VITA Coalition to coordinate resources and maximize impact of local free tax services.
- Tabulate results at the conclusion of the program and fulfill all reporting requirements
- Assist with set up and tear down, check in, traffic flow, customer service, and managing coordinators and volunteers at VITA sites during the tax season (late January through mid-April) when needed during the following hours:

- Mondays 4:00 p.m. – 9:00 p.m.
- Tuesdays 4:00 p.m. – 9:00 p.m.
- Wednesdays 4:00 p.m. – 9:00 p.m.
- Thursdays 4:00 p.m. – 9:00 p.m.
- Saturdays 8:00 a.m. – 1:00 p.m.
- Promote the availability of free tax filing services.
- Troubleshoot questions and issues for staff, volunteers and customers.
- Follow and enforce all IRS rules and guidelines.
- Ensure tax returns are filed and followed up on in a timely manner.
- Maintain open communication and positive relationship with partner location staff.

Competencies

- **Mission focused and results driven.** You're committed to making a difference in our community, building philanthropy and improving economic opportunities for every Quad Citizen. You're focused on working with your team toward a common goal and don't shy away from challenges as you work toward positive results.
- **Prepares Volunteers for their roles.** Provides written and oral information to volunteers that helps them understand the goal and their specific role in achieving the goal.
- **A committed team player.** You are reliable day in and day out. You can be counted on to get the job done, meet deadlines, keep your word and provide consistent quality work. You value cultivating and maintaining positive relationships with your peers.
- **A strong problem-solver.** You have an ability to learn quickly and thrive on identifying creative solutions in a dynamic environment where you can assess internal and external conditions that affect your work.
- **Open-minded and flexible.** You are able to adapt to changing needs and willing to do what needs to be done. You aren't afraid to ask questions and are comfortable learning new technologies.
- **Detail oriented and organized.** You're committed to ensuring organization and consistency in all activities related to campaign event planning and support, public speaking engagements, and administrative functions.

Competencies for All Employees:

- Mission-Focused
- Relationship Oriented
- Collaborator
- Results-Driven
- Brand Steward

Requirements/Qualifications:

Prior experience with managing volunteers or employees. Must pass all IRS certification requirements: training sessions and exams. While no previous tax preparation experience is required, it is helpful.

Time Commitment:

Up to 30 hours per week. Hours will vary depending on work load.

Availability:

The ability to work a flexible schedule is required including day and evening hours.

- September - December - Secure sites, volunteer recruitment, training, certification (typically daytime hours)
- January - Site set up and preparation (typically daytime hours with some evening hours)
- February - early April - tax preparation, site management and reporting (day and evening hours required)

- Late April - Reporting, site tear-down and inventory equipment (typically daytime hours)

HOW TO APPLY:

Qualified candidates are invited to apply by submitting a resume and cover letter along with your salary expectations, to Karrie Abbott, Chief Operating Officer at kabbott@unitedwayqc.org

At United Way Quad Cities, we value every background, identity, and experience. We believe that a diverse team, informed by different cultures and perspectives, makes us stronger. We are committed to doing the work and challenging each other to be an organization in which everyone is respected and heard. We commit to providing genuine opportunities for all people to thrive. And we will continue to embed diversity, inclusion, belonging, and equality in everything we do.