



FREE FILE (VITA) SITE COORDINATOR - PART TIME SEASONAL

Seasonal: January 21, 2025 through April 15, 2025

Schedule: Varies (Flexible) estimated 15 hours per week

Compensation: \$17.00 per hour

POSITION DESCRIPTION

POSITION SUMMARY: Free File (Volunteer Income Tax Assistance) Site Coordinator

Report to: Nicole Zeiset, Free File 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 January 21, 2025 and work through April 15th, 2025. Evening hours and Saturdays are required during the tax season depending on-site location.

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 administrating 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 are 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.
- Manage a small group of volunteers to work at the 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 timely, fair, and professional manner.
- Submit returns electronically at the close of each site day.
- Maintain relationship and communication with United Way of Pickens County, host site liaisons, and local IRS office for obtaining site materials and other pertinent information.

ADDITIONAL RESPONSIBILITIES:

- Complete the IRS Site Coordinator training.
- Take all necessary and/or required certification exams using the Link & Learn Certification website and pass with a

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score of 80% or higher. This includes the Basic level, Advanced level, and Foreign Student Tax exams.

- Be on-site during site hours of operation and additional hours as necessary.
- Have access to reliable transportable and a valid driver's license.
- Perform other duties as requested or assigned.

GENERAL PHYSICAL REQUIREMENTS:

- **Sedentary Work:** Employee is required to exert up to 20 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull, or otherwise move objects. Sedentary work involves sitting most of the time. Walking and standing are required only occasionally.
- **Physical Activities:**
 - Manual dexterity: Picking, pinching, typing, or otherwise working primarily with fingers rather than with the whole hand or arm as in handling.
 - Talking: Expressing or exchanging ideas by means of the spoken word. Activities must convey detailed or important spoken instructions to other workers accurately, loudly, or quickly.
 - Hearing: Perceiving the nature of sounds at normal speaking levels or without correction. Ability to receive detailed information through oral communication and make fine discriminations in sound.
- **Visual Acuity:** Employee is required to have close visual acuity to perform an activity such as preparing and analyzing data and figures, transcribing, viewing a computer terminal, and/or expansive reading.
- **Working Conditions:** Employee is subject to both inside and outside environmental conditions.

Preferred Experience and/or Skills

- 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

Compensation

- The hourly rate for this position \$17.00 per hour for hours worked. There are no benefits offered for this temporary assignment.

Application Process

- All candidates must complete a background check prior to accepting the position. This includes, but is not limited to, The National Sex Offender Registry and a SLED (SC state law enforcement) check.

HOW TO APPLY

Submit your resume and cover letter to nzeiset@uwpickens.org with "Site Coordinator Position" in the subject line.

United Way of Pickens County is an equal opportunity employer and values diversity. All employment is decided on the basis of qualifications, merit and business need.