



Job Title: VITA (Volunteer Income Tax Assistance) Site Coordinator

Job Purpose: Community Action Partnership of Providence is seeking well-organized and independent leader to serve as the Site Coordinator for our VITA site. The VITA program is administered by the IRS and is governed by specific quality guidelines and standards of operations. The Site Coordinator is responsible for ensuring that the site adheres to these standards. The Coordinator will manage the volunteers and oversee scheduling to ensure adequate coverage during all operating hours. They will also ensure that all volunteers working at their sites have passed the necessary certification tests and have verified their identities. They will use tools provided by CAPP to track volunteer hours and will be responsible for completing required reports to the IRS on a monthly basis. The coordinator will also complete VITA Advanced Level certification so they can assist where needed with tax preparation and/or quality review.

Reports to: Education & Training Coordinator

Job Duties: Include the following

- Ensure the site services provided are free (at no cost to the taxpayers) for all taxpayers who qualify to receive assistance from the program;
- Ensure that the site opens as scheduled and is adequately staffed;
- Ensure access to telephone, copier, storage space, and ability to maintain customer privacy;
- Maintain relationship with Coordinator for obtaining site materials and other pertinent information;
- Ensure that sufficient tax forms, supplies and reference materials are available and properly used by volunteers;
- Immediately notify Coordinator and SPEC (IRS) of any necessary changes to site operating days and/or hours;
- Manage volunteer schedules and log at sites; post schedules, contact numbers, maintain volunteer sign in & out sheet, and track volunteer hours daily;
- Communicate with Coordinator to obtain listing of volunteers that have successfully passed the Volunteer Tax training and certification;
- Ensure that equipment is maintained at volunteer Tax site;
- Monitor customer traffic against available volunteers;
- Provide customers with information on other sites, assistance dates and/or time if they are turned away;



- Ensure that customers with more difficult tax questions are either referred to the appropriate IRS publication, help line or advised to seek the assistance of a professional preparer;
- Provide technical assistance and encourage volunteers to use the IRS toll-free Volunteer Hotline;
- Act as liaison between volunteers, the volunteer site and Coordinator;
- If necessary, compile timely statistical reports and provide to Coordinator and/or IRS.
- Monitor site to ensure quality review is being conducted, privacy is being maintained and the Site Identification Number is being annotated on each return;
- Verify that all computers have the correct EFIN & SIDN in the software defaults for both Form 1040 and Form 8879;
- Certify through the advanced level as a VITA tax preparer for the current tax year using IRS-developed material;
- Site Coordinator shall be designated the software “Administrator” and will be responsible for setting up user accounts for all approved volunteers;
- Complete monthly reports to the IRS regarding number of volunteers working at site and their level of certification;
- Make sure all volunteers receive IRS quality alerts during the tax season;
- Become familiar with IRS quality standards and ensure they are followed;
- Ensure all tax returns are transmitted in a timely manner and follow up on returns that may have issues.

Other

- This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required on the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

Skills and Qualifications

- Organizational and leadership/management skills;
- Skilled at taking initiative, problem solving and working independently;
- Strong verbal skills to communicate effectively with staff, volunteers, consumers and community partners;
- Skilled at building interpersonal relationships to build effectively teams and manage volunteers;
- Proficient computer and web-browsing skills;



- A commitment to providing excellent customer service;
- Pride in performing tasks completely and accurately;
- Ability to manage issues and crisis calmly and effectively;
- Friendly, dependable, flexible and culturally competent.

Education and Experience

- Prior tax preparation experience required
- Able to complete approved Site Coordinator Training

Job details and requirements

- Seasonal Position 30 hours per week (Mid- January – April 15th)
- Flexible schedule to accommodate some evenings and weekends as required
- \$10,000 Stipend
- No Benefits
- BCI – Background Criminal Check required
- Bi-lingual Spanish a plus (not required)
- Must be able to lift up to 25 pounds without assistance and be able to be sitting and standing for extended periods.

To apply please forward your cover letter, resume and two references (2 PROFESSIONAL preferred or 1 PROFESSIONAL, and 1 PERSONAL) to:

Elizabeth Dias-Coelho

Human Resources & Facilities Manager

E-mail: HR@cappri.org

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