



UpValley Family Centers

Job Description: VITA Program Associate

Employment Type: temporary, part-time 20 hours (January – April 20, 2019)

Salary: \$18-\$20/hour DOE

Benefits: Paid sick leave

Location: St. Helena and Calistoga

About UpValley Family Centers: Our mission is to provide guidance, support, and resources in the community, in the home and for the individual, so that everyone can achieve a better life. We serve as an essential resource hub for residents living in the upper valley of Napa County. Learn more at: www.upvalleyfamilycenters.org.

The VITA Program Associate supports our Volunteer Income Tax Assistance Program. The Associate will help manage volunteers and works closely with site managers to offer free income tax preparation services. The Associate will get certified, help volunteers, answer questions, provide oversight and serve clients (interview, tax preparation and quality review). Hours for this position are evenings and Saturday mornings.

SCHEDULE

Weeks of January 8 to 19 - 8:30 to 5. Training: January 9, 10, and 11. Work during this period will focus on outreach and preparation of materials and volunteer coordination.

Weeks January 22 to April 17

- *Mondays:* 130 to 9 (7hs- one 30 min meal break) SH
- *Wednesday:* 130 to 9 pm (7hs- one 30 min meal break) SH
- *Saturday:* 9 to 3 (6hs) (Every other in SH and CA)

RESPONSIBILITIES

- Take in class or online trainings to get IRS certification as an advanced tax preparer.
- Assist with VITA outreach through the agency's programs that serve families.
- Assist with volunteer coordination and assess satisfaction of volunteers upon completion of their volunteer duties.
- Support volunteer tax preparers if they have questions, keep them updated on changes, provide feedback on their returns and motivate them to do an excellent job.
- Assist VITA site managers to update process for quality control.
- Perform intakes, prepare tax returns as needed and perform quality reviews of returns.
- Promote the savings initiative, motivating clients to save part of their refund.
- Conduct data entry and assist with reports as needed.

EDUCATION and/or EXPERIENCE:

- excellent written and verbal communication skills in English and Spanish
- excellent customer service skills and service-oriented

- ability to work with diverse ages and backgrounds
- knowledge of word processing, spreadsheet, and database management software
- valid Driver's License, insurance or transportation

To apply: Email cover letter and resume to jcantera@upvalleyfamilycenters.org. Position open until filled. No phone calls please.

UpValley Family Centers is an equal opportunity employer.