



## UpValley Family Centers

### Job Description: Temporary VITA Program Associate

**Employment Type:** temporary, full-time 40 hours/week (January 11 - April 30, 2021)

**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](http://www.upvalleyfamilycenters.org).

The Temporary 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 include evenings and Saturdays. This position will likely involve a combination of work both in person/in office and remote from home.

#### 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](mailto:jcantera@upvalleyfamilycenters.org). Position open until filled. No phone calls please.

UpValley Family Centers is an equal opportunity employer.