



United Way
of Racine County

Job Description

Job Title: VITA Assistant
Reports To: Initiatives Manager
FLSA Status: Non-Exempt/Part-Time/Temporary (November 28, 2022-April 21, 2023)
Date Prepared: September 2022

Summary

This position is responsible for assisting with the coordination, promotion and delivery of the VITA (Volunteer Income Tax Assistance) program. Strong customer service skills are a must. This position works with a diverse cross-section of our community including volunteers, clients and partners. This position is not eligible to work remotely.

Essential Duties and Responsibilities

The duties listed below are intended to describe the general nature and level of work of this position. The list is not meant to be exhaustive or restrictive. Other duties may be assigned.

- Greet and provide instructions to clients.
- Assist clients and volunteers through virtual and traditional VITA processes.
- Provide translation of tax law and VITA procedures to clients and tax preparers to facilitate the completion of client taxes.
- Successfully complete IRS site coordinator training and certification and certify at the Advanced level. Paid training to prepare for exam is provided.
- Assist in the completion of the E-file process.
- Assist in providing oversight and quality review at in-person and virtual VITA sites.
- Ensure program adherence to all IRS guidelines and rules.
- Adhere to agency and IRS confidentiality policies.
- Communicate clearly and efficiently (verbally and in writing) with a diverse cross-section of our community.

Competencies

The position must model the competencies expected of all United Way staff:

- **Mission Focused.** Employee's top priority is to create real social change that leads to better lives and healthier communities. This drives employee performance and professional motivations.
- **Relationship Oriented.** Employee understands that people come before process and is astute in cultivating and managing relationships toward a common goal.
- **Collaborator.** Employee understands the roles and contributions of all sectors of the community and can mobilize resources (financial and human) through meaningful engagement.
- **Results Driven.** Employee is dedicated to shared and measurable goals for the common good; creating, resourcing, scaling, and leveraging strategies and innovations for broad investment and impact.
- **Brand Steward.** Employee is a steward of the brand and understands his/her role in growing and protecting the reputation and results of the greater network.

Values

The position must model and support the values of the organization:

- **Commitment to Community Success.** Make a positive difference and have a measurable impact of enduring consequence.
- **Leadership.** Provide strong leadership and act as a catalyst for promoting positive change in our community.

- Inlusiveness. Aspire to involve every segment of the community in every aspect of work.
- Integrity and Accountability. Act with integrity that justifies trust.
- Innovation. Value innovation in community building to affect positive change.

Behaviors

To perform the job successfully, an individual should demonstrate the following behaviors:

- Attendance/punctuality. Is consistently at work and on time; ensures work responsibilities are covered when absent; and arrives at meetings and appointments on time.
- Planning/organizing. Prioritizes and plans work activities; organizes or schedules other people and their tasks.
- Quality. Demonstrates accuracy and thoroughness.
- Quantity. Meets productivity standards; completes work in timely manner.

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education/Experience

- High school diploma or equivalent required.
- Customer service experience.
- Fluent in Spanish is a plus.
- Valid driver's license and insured vehicle.
- Ability to work varied hours including evenings and weekends.
- Ability to independently navigate virtual platforms.

Computer Skills

Knowledge of basic computer hardware and software applications. Advanced use of software applications including email, Internet, and Microsoft Office. Position requires the ability to independently navigate various online platforms.

Supervisory Responsibilities

None.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include: close vision, distance vision and the ability to adjust focus. While performing the duties of this job, the employee is frequently required to stand; walk; sit; use hand to finger, handle or feel; reach with hands and arms and talk or hear.

Compensation

\$18.00 per hour; 25 hours per week, November 28, 2022-April 21, 2023

To apply

Send a cover letter, resume and three professional references to Lori Riffer at lrifferr@unitedwayracine.org.