

**VITA Site Manager  
Job Description  
Williamson County Financial Stability Coalition**

- Position Title:** Williamson County Financial Stability Coalition  
VITA Site Manager
- Organization:** United Way of Williamson County
- Hours:** Part-time position not to exceed 25 hours/wk  
Exact Days/Hours yet to be determined  
Start date: On or about December 6, 2010  
End date: On or about April 22, 2011
- Compensation:** \$15-\$16/hour
- Reports to:** Chief Professional Officer, United Way of Williamson County
- Purpose of Position:** To increase Williamson County's financial stability  
and returned hard earned money to low income residents of  
Williamson County.

**Position Summary:**

The VITA Site manger will work under the general supervision and guidance of the Williamson County Financial Stability Coalition.

- Assist in the planning and implementation of all operations and coordinating services at assigned tax preparation site.
- Manage all volunteers at assigned tax preparation site.
- Implement and oversee processes/procedures established for the tax preparation site.
- Serve as a contact between the applicable outside agencies, governmental entities, and community partner organizations.

**Primary Responsibilities:**

- Ensure that all required site procedures are adhered to and that the site runs smoothly, including but not limited to the areas of greeting and screening clients; processing intake forms; processing tax forms; troubleshooting, quality control; tracking client information and data; and transmitting returns to the Internal Revenue Service (IRS)
- Plan all site activities including, but not limited to setting up the room and equipment; ordering forms; materials and equipment; managing site logistics; scheduling of volunteers.
- Stay up-to-date on all required trainings.
- Ensure that all forms are filed using the highest standards of quality.
- Prepare and maintain all equipment with the assistance of IT volunteer (computers, printers, copiers).
- Ensure the availability of all materials, forms, supplies and reference materials.
- Ensure that each client is treated with respect and that privacy and confidentiality are maintained.
- Ensure that each volunteer has a positive experience.
- Ensure the safety and confidentiality of all the tax site's information, records and documents.
- Maintain a well-organized facility, which operates smoothly, provides crowd control, has organized files and required tax return supplies.
- Prepare taxes and tax forms when necessary to accommodate customers if there are open computers.

- Ensure that all E-File returns are sent in and follow up with the next day acknowledging that all returns were received.
- Be available to answer and respond to tax questions from clients and tax preparers. Handle any problem that a volunteer or client may have if necessary.
- Site Coordinators will be available at all times during open hours of operation.
- Coordinator will do any job that is necessary to maintaining a safe working environment for volunteers and clients alike.
- Ensure prompt follow up and resolution of rejected returns from electronic filing.
- Ensure that the site is open during published hours and is adequately staffed.
- Coordinate and assist with the set up and clean up of the site.
- Accurately, and in a timely manner, complete required reports.
- Serve as a liaison between the volunteers and the Williamson County Financial Stability Coalition.
- Effectively communicate with the Williamson County Financial Stability Coalition, UWVC and the site volunteers.
- Other tasks as assigned

### **Requirements and Qualifications:**

#### *Required*

- Able to become trained to the immediate level on the IRS software (TaxWize).
- Able to take & successfully complete the IRS site manager training.
- Good oral and written communication skills.
- Ability to prioritize and coordinate multiple tasks and assignments simultaneously.
- Excellent follow up and detail orientation skills.
- Ability to perform with minimal supervision.
- Ability to supervise volunteers.
- Excellent collaborative skills.
- Good experience working with other community-based organizations.
- Passion to serve the focus population.
- Able to work evening hours and Saturdays from late January to April 15.
- Able to lift up to 25 lbs.
- Have reliable transportation.
- Cell phone (small stipend will be provided).

#### *Preferred, but not required*

- Familiarity with IRS tax law.
- Familiarity with the VITA program.
- Familiarity with basic accounting principles.
- Bilingual in Spanish and English (preferred but not necessary).
- Knowledge or familiarity with computers and networking.

**To apply send your resume with cover letter to [leann@unitedway-wc.org](mailto:leann@unitedway-wc.org). Please put "VITA Site Manger job application" in the Subject line.**