

VITA 2012 POSITION DESCRIPTION - SITE COORDINATOR

What will I do?

The Site Coordinator is responsible for the overall operation of the site during his or her shift. There will be one Site Coordinator at all times during a host site's VITA hours. While a Site Coordinator is not required to work at a specific site every time the site is open, they are generally asked to work at least 8 hours per week. Site Coordinators report to the VITA Program Coordinator. Following are some general Site Coordinator responsibilities:

- Ensures the site is in compliance with all IRS VITA site requirements.
- Communicates with VITA Program Coordinator and IRS staff on a regular basis.
- Ensures that a quality review is conducted on each return prepared by volunteer tax preparers.
- Ensures that all tax returns are electronically filed with the IRS in a timely manner and that acknowledgments are reviewed.
- Ensures rejected returns are either corrected or the affected taxpayer is contacted.
- Ensures that VITA site is open as scheduled and adequately staffed.
- Recruits volunteers and schedules volunteers for the site.
- Promotes the VITA program throughout community.
- Maintains accurate up-to-date records of volunteer certifications and volunteer hours.
- Answers taxpayer questions regarding tax law or the client's tax return.
- Informs clients about other services available through the United Way of North Central Florida and its partners.
- Provides timely reports to the VITA Program Coordinator.

What are the required qualifications?

- Experienced with the VITA Program on tax preparation is preferred.
- Attend a Site Coordinator 4-hour classroom training session.
- Complete all training and certification requirements of Tax Preparer and Quality Reviewer positions.
- Pass an IRS-certification exam through the Advanced Level.
- Must be on-site as scheduled during VITA site hours of operation and additional hours as necessary.
- Strong computer skills.
- Strong analytical and problem-solving skills.
- Strong organizational, time management, interpersonal and communication skills.
- Ability to manage an all-volunteer staff.
- Ability to work independently.
- Bi-lingual (preferred but not required).
- Works well with diverse populations of clients and volunteers.