



WORCESTER COMMUNITY ACTION COUNCIL, INC.
The Antipoverty Agency for Central Massachusetts
484 Main Street, 2nd Floor ♦ Worcester ♦ Massachusetts ♦ 01608-1810
Telephone: 508.754.1176 ♦ Fax: 508.754.0203 ♦ Website: www.wcac.net

Volunteer Income Tax Assistance (VITA) Program Site Coordinator

Seasonal, Part Time (20 - 25 hrs/wk)

WCAC is among the Worcester Free Tax Coalition's city wide members who work to promote free income tax credit benefits to low and moderate income working individuals and families as a strategy to build household assets and increase economic self-sufficiency.

As we prepare for the upcoming tax season, WCAC is seeking a Site Coordinator to oversee the operations of our Worcester site, in addition to providing support and quality review of our Southbridge site. This is a seasonal (December – April) part time (20 – 25 hours per week) position.

Qualifications:

- Must qualify at advanced tax preparation level on IRS Link & Learn website.
- Tax law knowledge (Form 1040, Form 1040A and 1040EZ).
- 3 - 5 years of experience preparing tax returns.
- Experience in program oversight to include training and supervision.
- Ability to work with a diverse population and experience working with limited income families.
- Strong written and oral communication skills.
- Good interpersonal and organizational skills.
- Ability to maintain confidential information.
- Excellent computer skills and working knowledge of Microsoft Office and tax preparation software.

Special Certification or Documentation:

- Bilingual in Spanish preferred.
- Evening hours and Saturdays required (program hours for 2020 season to be determined).
- Must have valid driver's license and reliable transportation.
- Must successfully pass CORI review.

Duties and Responsibilities:

- Attend IRS and MASSCAP Site Coordinator trainings. Complete and pass the test provided through IRS Link and Learn website for advanced level tax preparation.
- Coordinate with IRS program contact to obtain volunteer tax training and certification materials, updates to tax laws and other pertinent training, certification, and funder requirements.
- Participate in monthly Worcester Free Tax Service Coalition meetings during the tax season.
- Provide training and ensure that all tax preparers are certified (basic level or above) through IRS Link and Learn website to acquire technical competence in Taxlayer VITA software.
- Follow-up with volunteer inquiries; recruit volunteers if necessary.
- Monitor schedule of volunteer hours to ensure there is adequate coverage at both sites. Ensure volunteers sign in and out each day and records are maintained at WCAC.
- Provide on-site supervision and ensure both the volunteer tax preparer and clients have a positive experience with high-quality customer service.
- Provide technical assistance to volunteers in transmitting returns; processing signature documents and problem-solving rejections. Respond to questions and resolve problems in a timely manner.
- Ensure quality reviews are completed for all tax returns. Ensure rejected returns are corrected and resubmitted in a timely manner.
- Maintain tracking spreadsheets for WCAC funder requirements.

Send cover letter and resume specifying position via email to hr@wcac.net or to the Human Resource Department, Worcester Community Action Council, Inc., 484 Main Street, 2nd Floor, Worcester, MA 01608.

Applications must be received by October 25, 2019.