



Title: Volunteer Income Tax Assistance (VITA) Administrative Assistant

Reports To: Manager, Special Initiatives

Status: Full-time, non-exempt, temporary

Job Description: The VITA Site Coordinator manages all aspects of the VITA tax preparation site including operations, oversight of volunteer preparers, and quality control. This is a seasonal position – December through April, 40 hours per week including some evenings and Saturdays. Training and support will be provided by the Manager, Special Initiatives.

Functions:

- Will be required to work from office, located in Stroudsburg, PA
- Schedule tax appointments are completing screening to ensure clients are eligible for our services. Refer elsewhere for those in-eligible.
- Safely and securely manage client interaction as they drop off documents for their tax return. Ensure we have all valid documents needed to complete a tax return, utilizing checklist. (Client contact will be limited due to COVID. Masks are required, and clients will utilize drop box at office.
- Assist with management of tax volunteers.
- Other duties as assigned.

Knowledge, Skills, Abilities:

Advanced technology skills:

- Able to schedule appointments using online software
- Regularly scan in and share private client files safely and securely
- Familiarity with Microsoft Suite - position will require heavy use of Outlook, Word & Excel

Phone skills:

- Communicate clearly and effectively on the phone.
- Must be proficient with conducting phone interviews with clients.

Qualifications and Requirements:

- Knowledge of federal income tax including Form 1040 and Form 1040-SR
- Knowledge of PA State and PA Local income tax forms
- Ability to work independently
- Must be flexible and dependable with ability to work evenings and Saturdays
- Demonstrated ability to work with various socio-economic groups, including people in crisis and transition
- Ability to multi-task with prompt attention to clients' needs
- Must possess excellent communication and customer service skills

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 of the job.

- Regular walking or standing is required in this position
- Employee must talk and hear

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301 McConnell Street
Stroudsburg, PA 18360**

- Extensive use of computer, telephone, and video conferencing software
- Weights of up to 25 lbs. will occasionally be lifted

Please submit a resume and short cover letter to Sarah@PoconoUnitedWay.org.

Pocono Mountains United Way is an Equal Employment Opportunity Employer. All qualified applicants will receive consideration for employment without regard to race, color, religious creed, ancestry, national origin, age, sex, sexual orientation or handicap.

Job Types: Full-time, Contract

Pay: \$17.00 per hour

COVID-19 considerations:

Masks are required at all times at office. No clients are entering the office, only employees and volunteers.

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