



Title: Volunteer Income Tax Assistance (VITA) Program Manager

Reports To: Manager, Special Initiatives

Status: Full-time, non-exempt, temporary

Job Description: The VITA Program Manager is responsible for overseeing all aspects of the VITA program, including recruiting, training, and managing tax volunteers, and tax site preparation including operations, oversight of volunteer preparers, and quality control. The Program Manager will be responsible for ensuring VITA Admin Assistant and Site Coordinator(s) are performing their roles properly and will develop and implement plans to increase efficiency and grow the program. 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:

- Responsible for overall growth, marketing, and performance of the VITA Program
- Responsible for oversight of Admin Assistant and Site Coordinator(s)
- Recruit and train VITA tax prep volunteers.
- Increase outcomes/efficiency in scheduling appointments, tax return flow, client experience, and client connection with other financial stability products/services
- Investigate partnerships with other organizations, expanding tax volunteer base and client base
- Monitor tax site for compliance with all IRS VITA site requirements
- Conduct a quality review (QR) on returns when Site Coordinator(s) unavailable
- Answer taxpayer questions regarding tax law and/or their tax return
- Compile post-season reports for end-of-season wrap-up and evaluation

Knowledge, Skills, Abilities:

- Supervisory/Management experience
- Multiple years working as income tax accountant preferred.
- Knowledge of federal income tax including Form 1040 and Form 1040-SR
- Knowledge of PA State and PA Local income tax forms
- Required to complete all training and pass the online IRS certification at Advanced levels. Training and certification materials will be provided.
- Familiarity with tax software
- Ability to work independently
- Ability to manage volunteer preparers and a high-functioning paid team
- 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.

- Occasional walking or standing is required
- Employee is primarily seated when performing the duties of this position

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301 McConnell Street
Stroudsburg, PA 18360**

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

Please submit a resume and 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: \$22.50 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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