



**Title:** Volunteer Income Tax Assistance (VITA) Site Coordinator

**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:**

- Monitor tax site for compliance with all IRS VITA site requirements
- Ensure that VITA site is open and operating as scheduled and ensure adequate volunteer coverage, supplies, tax materials, and equipment is available.
- Verify that all tax returns are electronically filed with the IRS in a timely manner, review acknowledgements
- Correct any errors or rejected returns, contacting the taxpayer when needed and assisting with paper filing if electronic filing is not possible
- Conduct a quality review (QR) on each and every return prepared by volunteers, assist volunteer preparers when needed to complete an accurate tax return
- Inform volunteers about new or relevant site or tax law updates
- Answer taxpayer questions regarding tax law and/or their tax return
- Assist with compiling post-season reports for end-of-season wrap-up and evaluation

**Knowledge, Skills, Abilities:**

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

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**Pocono Mountains  
United Way**

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**Pocono Mountains United Way  
301 McConnell Street  
Stroudsburg, PA 18360**

**Please submit a resume and cover letter to [Sarah@PoconoUnitedWay.org](mailto: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: \$20.00 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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