

Working Together Toward Lasting Solutions to Homelessness
Vision: Interfaith Partners Deeply Engaged in Transforming Our Communities
Values: Compassion, Equity, Integrity, Faith Driven, Transformation

Job Description

Position: VITA Site Specialist	Department: Community Programs
Reports to: Community Programs Manager	Hours per week: 40
Position Type: <input checked="" type="checkbox"/> Employee <input type="checkbox"/> Contractor <input type="checkbox"/> Intern	<input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Nonexempt <input type="checkbox"/> Full-time <input type="checkbox"/> Part-time <input checked="" type="checkbox"/> Temporary

ORGANIZATIONAL DESCRIPTION

Associated Ministries (AM) is a key agent of transformation in Pierce County, committed to function effectively as a sustainable organization, by engaging authentic interfaith relations and effective partnerships, and championing equitable moral leadership to help build a thriving community.

Racial Equity is a high priority for us. We have had a team of staff and board members working on our anti-racism and equity efforts for several years. Our mission is “working together toward lasting solutions to homelessness.” Since people of color are disproportionately likely to become homeless, we must address this as part of our mission. It is a priority of AM to lead with a racial equity lens in all our programing, including our volunteer-based programs.

Associated Ministries is an Equal Opportunity Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, creed, national origin, sex, sexual orientation, age, marital status, veteran status, or the presence of any sensory, mental or physical disability, or the use of a trained guide dog or service animal by a disabled person.

JOB SUMMARY

One of AM’s programs is the Volunteer Income Tax Assistance (VITA) program, which trains and equips volunteers to provide free income tax preparation services to moderate- and low-income taxpayers at multiple tax sites throughout Pierce County from February to June. The VITA Site Specialist will supervise volunteers and oversee operations at assigned tax sites. This position is temporary from January 1 to June 30 with the possibility to become permanent if funding allows. The expectation for this position is that all of the job duties and responsibilities will be led with a racial equity lens.

RESPONSIBILITIES

- Train for and pass IRS tax law certification exams
 - Volunteer Standards of Conduct (required)
 - Site Coordinator (required)
 - Advanced Tax Law (preferred)
- Ensure adherence to IRS Quality Site Requirements, which include:
 - Verifying IRS certifications of all volunteers
 - Keeping required paperwork onsite
 - Filing returns in timely manner
 - Securing taxpayer information and maintaining confidentiality
- Lead VITA volunteer teams

- Provide volunteers with site-specific trainings before site opens for the season
- Track site performance and implement team motivation strategies
- Monitor volunteer performance and provide feedback for improvement or corrective action when necessary
- Seek out and incorporate feedback from volunteers and taxpayers about their experience
- Respond to volunteer questions and needs
- Open and close VITA sites before and after hours of operation
- Ensure volunteers enter their hours into volunteer database
- Collaborate with AM Volunteer Specialist to carry out volunteer appreciation strategies that are fun, creative, and memorable.
- Other duties
 - Submit monthly volunteer reports to Community Programs Manager
 - Maintain effective communication and coordinate with other AM staff, staff at host site, and volunteers
 - Participate in all relevant staff meetings
 - Connect taxpayers to other meaningful resources
 - Resolve issues as they arise
 - Other duties as assigned

REQUIREMENTS

- Positive, enthusiastic leader with eagerness to build comradery and increase team performance
- Basic knowledge of personal income tax preparation
- Commitment to contributing to an anti-racist, equity-driven organizational culture
- Excellent communication skills, and capable of communicating to a wide array of communities and cultures
- Proven ability to make sound decisions and troubleshoot issues when they arise
- Aptness to thrive in a fast-paced environment and remain calm when others are escalated
- Flexibility to be agile and try new strategies, while also providing structure and predictability
- Proficient with computers, and ability to navigate various applications such as TaxSlayer, and Microsoft Outlook, Teams, Excel, and Forms
- Ability to work evenings and weekends
- Valid driver's license and reliable transportation

PREFERENCES

- Experience volunteering or working with a VITA program
- Experience with leadership and/or supervision
- Bachelor's degree

APPLICATION PROCESS

This position will remain open until filled. Application must include a cover letter and resume addressing position requirements. Send to: Associated Ministries, 901 South 13th Street, Tacoma WA 98405, or e-mail all to MarkM@AssociatedMinistries.org. No phone inquiries, please.

Reviewed by:

Title:

Date:

Approved by:

Title:

Date