

**Boston Tax Help Coalition
Roxbury Center for Financial Empowerment
Tax Site Assistant Volunteer Coordinator**

Position Description:

The Boston Tax Help Coalition is entering its 18th year providing free tax preparation to low and moderate-income taxpayers and increasing EITC awareness. The EITC is a federal tax credit that can return up to \$ 6,269 to qualified taxpayers. In 2016 Boston Tax Help Coalition served over 12,800 taxpayers and return over \$24 million dollars in refunds to taxpayers. Under direction of the Roxbury Center Site Manager, the Assistant Volunteer Coordinator will assist in managing VITA volunteers, the intake process of eligible taxpayers, and training. Additional responsibilities include:

- Assist to train and manage intake staff and process; manage VITA Volunteer including attendance; cultivate relationships with Volunteers;
- Provide VITA volunteers with technical assistance as needed;
- Assist with managing Volunteers including VITA Volunteers, manage attendance,
- Review electronic reports; meet with tax payers to resolve discrepancies; submit return (s) to the Site Manager for processing; review Accepted Returns Summary report, extract and file the IRS Form 8879 and MA DOR Form 8453, Form W2 & 1099 MISC; track tax returns that are manually file;
- Notify tax payers by telephone and/or written notice of discrepancy of tax return and potential modification of projected refund(s);
- Interface with TaxSlayer/IRS technical support unit, MA DOR problem resolution units as needed;
- Maintain VITA Volunteer contact and referral information; assist with preparation and break-down of the tax clinic; order food and refreshments for volunteer staff and maintain records/receipts; conduct volunteer staff surveys;
- Interface with the Coalition's central staff as needed;
- Acquire the IRS Intake/Interview and Quality Review Certification and the Standard of Conduct Certifications;
- Attend Boston Tax Help Coalition meetings as requested; support the Coalition's initiatives.

Qualifications:

- General familiarity with VITA (Volunteer Income Tax Assistance) programs, the tax preparation market for low-income filers and EITC (Earned Income Tax Credit)
- Ability to work with volunteers in a fast-paced environment
- Comfort working with low-income, culturally diverse individuals; sensitivity to the challenges faced by low-income families
- Ability to work independently and troubleshoot complex problems with minimal guidance
- Attention to detail and willingness to develop, document and follow written procedures
- Overall professionalism, particularly with regard to respecting customer data privacy policy
- Strong organizational skills and computer proficiency
- Applicants with English/Spanish language proficiency strongly encourage

This is a temporary contract position January – May 2019; pay is hourly and base on experience. Candidate is expected to work 25 – 30 hours each week including Saturdays.

Please send resumes to sayyida.jean-charles@boston.gov by November 16, 2018

