

# VITA Administrative Job Description

La Casa de Esperanza's Volunteer Income Tax Assistance (VITA) program helps provide free tax preparation to low income individuals and families ensuring they receive all the tax credits for which they're eligible. Many of these households desperately need their refunds to cover basic needs. In 2013 La Casa's VITA program was able to serve 1,677 clients and helped bring back over \$3.1 million in tax refunds to the community. A crucial role in our VITA program is the administrative duties that are essential to accomplish this service.

## **Roles:**

Provide administrative support to the VITA Program by offering clerical assistance to the Site Coordinator, Intake Screeners, Financial Coaches and Volunteer Tax Preparers where needed.

## **Tasks:**

- Assist at reception desk by answer phone calls and/or make tax appointments for clients
- Data entry of various information
- Assist in copying and filing of folders, forms, documents, etc.
- Maintain confidentiality of client information.
- Assist in updating office area with supplies, memos, notifications, etc.
- Assist in program outreach.
- Provide other assistance as needed.

## **Skills:**

- Able to work with computers, copiers, fax machine and Microsoft Office.
- Willingness to be Friendly, Dependable, Flexible, and a Team-Player.
- Strong communication and customer service skills.
- Must be dependable and able to work flexible hours
- Volunteer a minimum of 3-4 hours per week from approximately Mid-January through Mid-April, or at a minimum of Mid-January through the end of February.
- Bilingual is helpful, but not necessary