



Job Description: VITA Coordinator

Position: VITA Coordinator
Status: Part-time, non-exempt position
Core Function: VITA program support
Reports to: Initiatives Director
Direct Reports: None

Summary

This position is responsible for assisting with the coordination, promotion and delivery of the VITA (Volunteer Income Tax Assistance) program. Strong customer service skills are a must. This position works with a diverse cross-section of our community including volunteers, clients and partners. This position is not eligible to work remotely.

Essential Duties and Responsibilities

The duties listed below are intended to describe the general nature and level of work of this position. The list is not meant to be exhaustive or restrictive. Other duties may be assigned.

- Provide leadership and support to a team of VITA volunteers.
- Assist Initiatives Director in providing certification training and ongoing learning opportunities for volunteers.
- Direct clients and volunteers through virtual and traditional VITA processes.
- Provide translation of tax law and VITA procedures to clients and tax preparers to facilitate the completion of client taxes.
- Complete annual IRS site coordinator training and tax certification at the Advanced level.
- Assist Initiatives Director in the completion of the E-file process.
- Provide oversight and quality review at in-person and virtual VITA sites as needed.
- Ensure site adherence to all IRS guidelines and rules.
- Adhere to agency and IRS confidentiality policies.
- Communicate clearly and efficiently (verbally and in writing) with a diverse cross-section of our community.

Competencies

The position must model the competencies expected of all United Way staff:

- **Mission Focused.** Employee's top priority is to create real social change that leads to better lives and healthier communities. This drives employee performance and professional motivations.
- **Relationship Oriented.** Employee understands that people come before process and is astute in cultivating and managing relationships toward a common goal.
- **Collaborator.** Employee understands the roles and contributions of all sectors of the community and can mobilize resources (financial and human) through meaningful engagement.
- **Results Driven.** Employee is dedicated to shared and measurable goals for the common good; creating, resourcing, scaling, and leveraging strategies and innovations for broad investment and impact.

- Brand Steward. Employee is a steward of the brand and understands his/her role in growing and protecting the reputation and results of the greater network.

Values

The position must model and support the values of the organization:

- Commitment to Community Success. Make a positive difference and have a measurable impact of enduring consequence.
- Leadership. Provide strong leadership and act as a catalyst for promoting positive change in our community.
- Inclusiveness. Aspire to involve every segment of the community in every aspect of work.
- Integrity and Accountability. Act with integrity that justifies trust.
- Innovation. Value innovation in community building to affect positive change.

Behaviors

To perform the job successfully, an individual should demonstrate the following behaviors:

- Attendance/punctuality. Is consistently at work and on time; ensures work responsibilities are covered when absent; and arrives at meetings and appointments on time.
- Planning/organizing. Prioritizes and plans work activities; organizes or schedules other people and their tasks.
- Quality. Demonstrates accuracy and thoroughness.
- Quantity. Meets productivity standards; completes work in timely manner.

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education/Experience

- High school diploma or equivalent required.
- Customer service experience.
- Fluent in Spanish is a plus.
- Valid driver's license and insured vehicle. With the ability to transport site supplies to multiple locations as needed.
- Ability to work varied hours including evenings and weekends. Schedule will be based on scheduled tax sites and will be consistent from week to week.
- Ability to independently navigate virtual platforms.



Job Description: VITA Coordinator

Computer Skills

Knowledge of basic computer hardware and software applications. Advanced use of software applications including email, Internet, and Microsoft Office. Position requires the ability to independently navigate various online platforms.

Supervisory Responsibilities

None.

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. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include: close vision, distance vision and the ability to adjust focus. While performing the duties of this job, the employee is frequently required to stand; walk; sit; use hand to finger, handle or feel; reach with hands and arms and talk or hear.

Compensation and Other Benefits

The VITA Coordinator salary is \$22.00 per hour. This position is 25-30 hours per week. This position is eligible for vacation and other paid time off, summer hours and retirement plan with 8% employer contribution.

United Way of Racine County is an Equal Opportunity Employer. All members of our community are encouraged to apply.

To apply, submit your resume via email with the subject line *VITA Coordinator* to Kim Hill at khill@unitedwayracine.org. Please no phone calls or mailed applications. This posting will be open until the position is filled. Applications submitted by May 30, 2025 will be prioritized.