



**ANNOUNCEMENT OF
OPEN POSITION**

**POSTED INTERNALLY:
DECEMBER 1, 2016**

POSITION: EITC DATA ENTRY RECEPTIONIST (Part-time / Temporary)
LOCATION: SHOPPINGTOWN MALL
RESPONSIBLE TO: EITC PROJECT MANAGER
GRADE: 3 / NONEXEMPT
SCHEDULED WEEKS: 1/3/2017 through 4/15/2017

QUALIFICATIONS:

- High School Diploma/GED, plus certification of IRS/VITA Tax Law Volunteer Standards of Conduct Training.
- A minimum of one year of data entry experience.
- Intermediate computer skills, including the ability to organize and maintain data using the Earned Income Tax Credit (EITC) Tax Preparation Program database system.
- Good interpersonal and communication skills; able to work with clients and with all levels of staff.
- Ability to work independently and to learn new skills in a formal training environment.
- A valid NYS driver license and reliable transportation.
- Basic understanding of the Spanish language preferred.

RESPONSIBILITIES:

1. Set tax appointments from incoming phone calls.
 - a. Able to use calendar program to identify open appointments for tax preparation..
 - b. Collect all pertinent information from clients.
 - c. Set and confirm appointments with tax clients.
 - d. Disseminate pertinent information regarding program access and eligibility.
 - e. May provide administrative support to Project Manager.
2. Make calls to confirm appointments 24 hours in advance using calendar program.
3. Greet all incoming clients; ensure all intake information is complete before assigning clients to a tax preparer.
4. Assist staff with program recruitment and outreach events.
5. Organize group informational sessions, including facility and food arrangements and assisting presenters as needed.
6. Enter information into the EITC database system. Review and analyze for missing or incorrect information and follow through as needed.
7. Run all necessary reports utilizing the EITC database system.
8. Assist the EITC Project Manager as directed.
9. Attend required staff meetings and trainings as directed.
10. Maintain confidentiality of all agency data.
11. Adhere to relevant health and safety policies and procedures.
12. Perform all other duties as directed.

EQUAL OPPORTUNITY EMPLOYER