

POSITION: **GREETER / SCHEDULER (PART-TIME / TEMPORARY)**

LOCATION: SHOPPINGTOWN MALL

RESPONSIBLE TO: EITC PROJECT MANAGER

PAY RATE: \$11.10 per hour

SCHEDULE: Seasonal: JANUARY 2nd – APRIL 13th

Saturdays and Tuesdays 10:00am to 6:00pm; Wednesdays and Thursdays 11:00am to 7:00pm

QUALIFICATIONS:

- Requires a minimum certification of IRS/VITA Tax Law Volunteer Standards of Conduct Training.
- Requires intermediate computer skills;
- Ability to interact with agency personnel and clients in a helpful and supportive manner.
- Ability to be both organized and flexible.
- Good communication skills.
- 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 and ensure all intake information is complete before assigning clients to a tax preparer.
4. Assist with outreach and community events.
5. Organize group informational sessions, including making facility and food arrangements and assisting presenters as needed.
6. Responsible for program recruitment.
7. Attend required staff meetings and trainings as directed.
8. Perform all other duties as assigned.
9. Maintain confidentiality of all information.
10. Adhere to relevant health and safety policies and procedures.

EOE/AA/M/F/D/V