



Iowa Center for Economic Success

Position Description

Title: VITA Coordinator
Reports To: Director of Tax Services
FLSA Status: Exempt

Summary: The Iowa Center is the leader of the statewide Volunteer Income Tax Assistance (VITA) coalition that provides thousands of low-income Iowans with access to free tax preparation services. The VITA Coordinator is responsible for managing site operations and volunteers for The Iowa Center VITA program. The VITA Coordinator will work closely with the Director of Tax Services to sustain and grow The Iowa Center VITA program in the Des Moines metro area.

Essential Duties: Essential job duties for this position include the following items. Other duties must be performed as assigned or required.

- Recruit, oversee and manage volunteers.
- Plan and execute volunteer training.
- Coordinate VITA volunteer and client scheduling.
- Establish and monitor budgets.
- Prepare and submit Filing Season Readiness Forms & Volunteer and Product Forecasting Workbooks to IRS relationship manager.
- Submit performance reports.
- Assist with marketing the VITA program in the Des Moines metro area.
- Maintain VITA equipment.
- Inform volunteer tax preparers of IRS notices.
- Send out regular volunteer communications.
- Develop and implement site procedures.
- On-call when sites are open during tax season, Monday – Saturday.
- Train and certify at the advanced level for VITA tax preparation.
- Facilitate volunteers to have the best possible experience possible.
- Ensure clients are treated with respect while maintaining their privacy and confidentiality.
- Lead the sites with the highest level of integrity, while upholding all IRS VITA site requirements.
- Administration:
 - Reception – Front office primary on Wednesday and Friday to answer phones, facilitate walk-in and call-in clients and appointments.
 - Process all incoming mail.
 - Other administrative duties as requested (e.g. making copies, managing filing system).

Qualifications: To perform this job successfully, the individual in this position must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the minimum knowledge, skills and ability required.

EDUCATION/EXPERIENCE:

- Bachelor's degree preferred (or equivalent experience).
- Passionate about the VITA program.

- Customer service oriented, compassionate, and able to work with different demographics.
- Committed to excellent service.
- Able to work independently.
- Willing to work occasional nights and weekends during tax season.
- Ability to multitask and manage time effectively with great attention to detail and accuracy.
- Self-motivated worker.
- Excellent collaborative skills.
- Valid Iowa Driver's License and reliable transportation.
- Proficient in Microsoft Outlook, Word and Excel.
- Must have a positive attitude, sense of humor and the flexibility to adapt.

LANGUAGE SKILLS:

- Strong interpersonal, verbal and written communication skills.
- Ability to effectively present information in one-on-one and group settings.

REASONING ABILITY:

- Strong analytical and problem-solving skills.
- Capable of making decisions in a fast-paced setting.

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.

- Ability to get to tax site locations in the Des Moines metro.
- Mobility to move around each tax site.
- Reasonable accommodations can be provided as long as essential duties can be performed.

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the job.

- Environmental – This position operates in a clerical office setting and routinely uses standard office equipment such as computers, phones, photocopiers and filing cabinets.
- Noise – Noise is low to moderate, as is typical of an office environment.

**To apply please send cover letter with salary requirements and resume to:
Karla Evans at KEvans@theiowacenter.org**