



United Way  
of Greenville County

## VITA PROGRAM COORDINATOR POSITION DESCRIPTION

### WHO WE ARE

Greenville County continues to draw national attention as a popular destination for visitors and a magnet for new development. Despite our success, many people experience a different Greenville. Right now, nearly 60,000 people are experiencing poverty in our county. As the largest poverty-fighting organization in South Carolina, United Way of Greenville County's unique ability to take on challenges like affordable housing, education, job training, transportation, and other complex community issues—all at the same time—is unmatched.

### WHAT WE DO

We mobilize individuals and convene partner agencies, corporations, and community leaders to make broad, systemic change like no other organization can on its own.

United Way values the abilities and perspectives that make each person who they are, empowering our employees to reach higher, think differently, act innovatively, and work collaboratively. People who work here provide the energy, expertise and creativity that is critical to creating the lasting change our community needs—and the opportunities to succeed that everyone deserves.

As a funder, partner and convener, United Way of Greenville County works with the entire community to build resources, focus investments, and foster partnerships that create lasting solutions to big community problems.

### POSITION SUMMARY

#### Reports to: VITA Program Manager

The VITA Program Coordinator is a member of United Way of Greenville County's Community Impact team and is responsible administering the Volunteer Income Tax Assistance (VITA) program in Greenville County. The VITA Program Coordinator will oversee implementation of VITA services at partner sites during the season and operate year-round tax services at the Opportunity Center.

### PRIMARY RESPONSIBILITIES

- Serve as a primary point of contact for clients and volunteers to address questions or concerns. Respond to routine telephone and e-mail inquiries and correspondence in a timely manner.
- Hire, train and supervise seasonal site coordinators in delivering VITA services.
- Preparation of annual calendar and agenda content, development of site and volunteer schedules, event coordination.
- Oversee updates of all software, records, reports, and Standard Operating Procedures (SOP) as needed.
- Compiles and disseminates program reports, materials, and documents to various parties.
- Provide technical assistance and support to volunteers, AmeriCorps members, and taxpayers, as necessary.
- Provide management support to both volunteers and sites, ensuring appropriate coverage for each shift (i.e. on-call site management).
- Oversee and manage VITA site establishment and close out policies and procedures, inventory and maintenance of site supplies and technology, and other required materials.
- Coordinate the distribution, collection, and re-inventory of all VITA equipment and supplies and submit requests for purchases as needed.
- Follow site establishment and close out policies and procedures to ensure tax sites can operate efficiently and effectively.

- Along with CI Leadership, identify and confirm the schedule of tax site locations, including hours/days of operations. Communicate any revisions to all relevant parties (i.e. appointment scheduling team) and update scheduling systems accordingly.
- Resolve minor situations that arise in the daily operations exhibiting the judgement to refer more difficult or sensitive concerns to the appropriate staff member.
- Administer the troubleshooting of technology issues that may arise such as printer installation, networking issues, or minor laptop malfunctions.
- Address equipment, software, supply and other site needs in a timely manner, working together with the IRS and UWGC VITA staff.
- Develop presentation and training materials, including PowerPoint and other visual presentations.
- Design and implement operational plans for providing tax assistance in-person and through alternative methods (drop off/pickup, 100% virtual etc.), including utilization of the GetYourRefund cloud-based client management software for 100% virtual preparation.
- Complete all IRS VITA certifications (Basic, Advanced, etc.) and provide preparation assistance, Quality Reviews, and Site Coordination as needed.
- Develop the training schedule and curricula for all volunteer positions including AmeriCorps members. Conduct training and study sessions for participants.
- Developing and administering volunteer recruitment strategies including presentations, speaking engagements, events, etc.

#### **ADDITIONAL RESPONSIBILITIES**

- Collaborate with other United Way departments to support and facilitate a positive cross-functional working relationship.
- Perform other duties as requested or assigned.

#### **IDEAL CANDIDATE PROFILE**

- Bachelor's degree in a related field or two years of professional experience related to volunteer management, customer service, and/or tax preparation.
- Ability to pass a suitability check (a tax compliance check, a criminal background check, etc.).
- Valid driver's license, reliable transportation, and cell phone.
- Ability to work non-standard work schedule (evenings & weekends) as needed during tax season.
- Experience with program management, public speaking, and training.
- Knowledge and use of current Microsoft Office and its applications.
- Strong organizational and time-management skills.
- Excellent oral and written communication skills; compassionate ability to work with the public; works well with diverse populations of clients and volunteers.

#### **HOW TO APPLY**

Submit your resume and cover letter to [talent@unitedwaygc.org](mailto:talent@unitedwaygc.org) with "VITA Program Coordinator" in the subject line.

*United Way of Greenville County offers competitive compensation based on prior experience and qualifications as well as comprehensive benefits in order to best support our people. Benefits we offer include: health, dental and vision insurance where United Way of Greenville County pays generously towards the cost of these benefits for eligible employees and their families.*

*United Way of Greenville County is an equal opportunity employer and values diversity. All employment is decided on the basis of qualifications, merit and business need.*