



Hispanic Unity of Florida Job Description

Job Title	:	Site Coordinator
Reports To	:	VITA Program Coordinator
Classification	:	Non Exempt – Part Time Position (Schedules may vary-10 to 35 hours per week, January 2018 - April 2018. Some sites may stay open until September 2018)
Salary	:	\$17.51 per hour
Date Released	:	November 2017

Program Summary:

The goal of Hispanic Unity's VITA program is to provide a top quality, 100% *free* tax preparation service to the low to moderate income families throughout Broward County. Paramount to this effort is that the program assists clients in identifying and accessing all eligible tax credits to maximize their refunds and the dollars that are brought back into the community.

Program Goal:

The goal of the 2018 VITA program is to have 6,000 error free returns electronically filed and accepted by the IRS. VITA sites must maintain a rejection rate of less than 9% to ensure quality.

Site Coordinator Performance Accountability:

The Site Coordinator (SC) plays a critical role in achieving the overall desired program goals. The performance accountability standards for this position require that the SC properly supervises program staff, volunteers and economic resources in compliance with all IRS requirements. In addition, the SC will be primarily responsible for maintaining all client information safe and secure while ensuring a positive client experience.

Performance Measures:

- Ensure that the site is set up, materials for volunteers and clients are ready and staff is in place at least 30 minutes prior to the scheduled hours of operation
- 100% of all returns at your designated site(s) are filed electronically to the IRS
- A minimum of 91% of all returns transmitted will be accepted by the IRS
- All 10 IRS Quality Site Requirements (QSRs) are observed at the site at all times. The SC assures that there will be no findings through internal or external monitoring
- Ensure that proper volunteer coverage is scheduled and that supplies, publications and equipment are maintained and available at each VITA site
- Provide guidance, support and leadership to the site staff and volunteers in the development of team communication and cohesiveness while promoting Hispanic Unity's core values. Receive a minimum of 90% volunteer satisfaction rating as the Site Supervisor
- Cultivate existing relationships and develop new relationships with the key contacts at our site partner organizations
- Maintain open lines of communication and work collaboratively with the VITA Program Coordinator and VITA Program Support & Outreach Specialist
- Manage program resources provided by HUF in an efficient and fiscally responsible manner
- Conduct a minimum of three meetings during the tax season with VITA staff and volunteers to improve the site operations and provide mentorship
- Ensure that all Certified Volunteer Tax Preparers are aware of the Quality Review procedures and Quality Alerts issued by the IRS
- Ensure the return preparers and the quality reviewers are exercising due diligence by advising



taxpayers of their ultimate responsibility for information on their return

- Assigned site(s) must receive a minimum rating of 90% client satisfaction in performance, customer service and overall experience
- Increase client awareness about VITA services, schedules and locations
- Ensure the provision of an excellent, customer focused, cost effective tax preparation service where the majority of requests are dealt with at the first point of contact
- Timely submission of all daily, weekly and monthly reports required by IRS and/or program management staff
- All other duties as requested.

Skills:

- Strong organizational and leadership/management skills.
- Must be proficient in Microsoft Word and Excel.
- Pride in performing tasks completely and accurately
- Precise and clear communication skills, ability to manage volunteers and provide service to stakeholders in a helpful manner.

Qualifications:

The ideal candidate will have a Bachelor’s degree and/or at least 3 years of tax/VITA related experience; or equivalent combination. Attend and successfully pass any new and/or refresher tax law training and all IRS certifications required (Advanced level) including the use of the TaxSlayer® electronic filing software. The SC must attend the mandatory SC training and also pass the Cancellation of Debt, Health Savings Accounts and Site Coordinator certifications prior to the tax season. Excellent written and verbal communication skills. Bilingual skills a plus (English/Spanish, English/Creole, English/Portuguese).

Must have a valid driver’s license and appropriate insurance or be able to secure a valid Florida driver’s license/insurance at the time of employment for this position.

Hispanic Unity of Florida is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the employer will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

I have read my job description and clearly understand my responsibilities as Site Coordinator.

Hispanic Unity of Florida, Inc.

Employee Signature _____ Date: _____

Employee Print Name _____

Senior Program Manager – Economic Development

Signature _____ Date: _____

“This job description is not an employment agreement or contract. Management has the exclusive right to alter this job description at any time without notice”.

Updated: November 2017

VITA Program 2018