



Hispanic Unity of Florida

Job Description

Job Title: VITA Community Engagement Specialist
Reports To : Program Coordinator – VITA and Small Business Services
Classification : Full Time/Non-Exempt
(Will include evenings and Saturdays)
Salary Range : \$17.77-\$19.23 per hour
Date Released : July 2017

Program Summary:

The goal of Hispanic Unity's VITA program is to provide a top quality, 100% free tax preparation service for 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 the refunds brought back to the community.

Program Goal:

The goal of the VITA program is to electronically file a minimum of 5,600-6,000, 100% error free income tax returns and maintain a rejection rate that is less than 9% across all HUF sites.

VITA Community Engagement Specialist Accountability:

The VITA Community Engagement Specialist (VCES) will be responsible for representing the VITA Program at community events, corporate networking events, volunteer outreach opportunities and other activities that increase awareness of the VITA program. This person will also provide support to the Program Coordinator - VITA and Small Business Services (PCVSBS) prior to and during the tax season. This includes VITA site set up and logistics, partner procurement and partner presentations.

Performance Measures

Community Engagement Duties:

- Actively represent the VITA Program at community events, corporate networking events, volunteer outreach opportunities and other activities that increase awareness of the program
- Track and evaluate results of partner presentations and outreach efforts by providing weekly, monthly and quarterly progress reports
- Cultivate long-term sustainable relationships on behalf of the program with for profit and non-organizations as well as other community based agencies through effective stewardship and communications
- Partnering and supporting PCVSBS in developing, maintaining, and deepening relationships with current VITA program partners
- Responsible for the distribution of collateral and marketing materials to VITA program partners
- Assist the PCVSBS in the implementation of new partners as needed (i.e. memorandums of understanding, etc.)

Program Support Duties:

- Troubleshoot and resolve minor areas of concern related to VITA site partners that arise in the daily course of program business - escalating major concerns to the VITA Program Coordinator (PCVSBS)
- Work with VITA team to target other community based organizations for collaboration throughout Broward County to strengthen the VITA program
- Perform all necessary duties for VITA Program as needed



- Perform other duties as requested by PCVSBS and/or Associate Director Economic Development (ADED). This may require occasional evening or weekend work

Skills:

- Strong organizational skills
- Detail oriented
- Proficient in Microsoft Word, Excel and PowerPoint
- Pride in performing tasks timely and accurately
- Skilled in diplomacy in handling a diverse population in a friendly manner – including volunteers, stakeholders, partners, and the general public

Must possess ability to think creatively and strategically; demonstrate initiative, be self-motivated and function independently; work within a team environment and be flexible. Computer and electronic communication competency in Word, Excel, PowerPoint or any other presentation tools, data collection, Internet and social networking applications required.

Miscellaneous:

Be available to work evening and weekend hours.

Qualifications:

The ideal candidate will have at least a Bachelor’s degree from an accredited College and a minimum of two (2) years of proven experience in community engagement and office administration. Strong interpersonal and public verbal communications skills and demonstrated ability to write clearly and persuasively (English). Previous social service experience or VITA experience is a plus. Ability to multi-task and problem solve; fully bilingual individuals preferred. (Spanish, Creole or 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 a VITA Community Engagement Specialist.

Hispanic Unity of Florida, Inc.

Employee Signature _____ Date: _____

Employee Print Name _____

Program Coordinator – VITA and Small Business Services

Signature _____ Date: _____

“This job description is not an employment agreement or contract. Management reserves the right to amend this job description at any given time without prior notice”