



## Hispanic Unity of Florida Job Description

**Job Title:** VITA Program Assistant & Outreach Specialist  
**Department:** Economic Development  
**Reports To:** VITA Program Manager  
**Classification:** Non-Exempt, Full time  
**Work Location:** In- Office  
**Date Released:** 06/03/2024.

### **CHANGE LIVES AND MAKE A DIFFERENCE!**

At Hispanic Unity of Florida (HUF), we change lives every single day – in small and big ways. If you want to join an exceptional organization that works tirelessly to ensure that everyone is empowered to live their American dream, please continue reading.

It is imperative that all applicants share HUF's values as it serves as the foundation for how we treat each other, our clients, our funders, and everyone we come into contact with. Those values include, but are not limited to: *Integrity, transparency, respect, dignity, accountability, diversity, and cultural awareness, commitment to excellence, collaboration and teamwork.*

### **Job 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 Individuals and 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. The Tax Preparer/Greeter (TP/G) represents the first impression of the VITA program to the public. Their role is to welcome the VITA clients and set the standard for excellent customer service at the site.

### **Responsibilities:**

- The goal of the 2024 VITA program is to have 4,000 error free returns prepared and submitted. VITA sites must maintain an e-file rejection rate of less than 9%.
- The VITA Program Assistant (VPA) will be responsible for providing administrative support to the VITA Program Manager (VPM) and other VITA team members. This includes coordinating VITA site set up and logistics, attending outreach and events, compiling data and documentation for all funder reports, and assisting with the administration of grants in support of the VITA Program.

## **Essential Duties:**

### *Program Support (admin)*

- Collaborate with the IT & Outreach Coordinators on IT and equipment needs assessment, procurement, testing, inventory, maintenance, VITA site set up and break down.
- Coordinate the assembly, organization, monitoring, delivery, and return of supplies to and from all VITA sites.
- Conduct site visits on a frequent basis to provide on-the-ground support and technical assistance to staff and volunteers.
- Resolve minor areas of concern that arise in the daily course of business and, when deemed appropriate, refer more difficult or sensitive concerns to the Program Manager.
- Test computer peripherals, hardware, and software to ensure that they are working appropriately.
- Submit United Way units of service data reports into SAMIS by the 6th day of each month and report monthly billing to the Program Manager
- Collect, enter, and maintain all pertinent program data for reports using various systems
- Perform all necessary administrative duties for VITA Program as it relates to funders and grantors
- Assist Hands On South Florida with the maintenance and updating of volunteer information on designated CRM database or system.
- Assist with the design of outreach and administrative materials to support VITA program operations.
- Assist with coordinating the VITA Mobile Services (i.e. contact community partners to set up schedules, locations, and logistics, support VITA staff and recruit volunteers)
- Perform other duties as requested by VITA Program Manager.

### *Volunteer Engagement and Support*

- Collaborate with Hands on South Florida to utilize available systems to track volunteer enrollment and communications throughout the volunteer life cycle (recruitment, training, certification, deployment, recognition, celebration)
- Verify volunteers have completed all necessary steps to enrollment (including Certification and site selection)
- Assist with scheduling volunteer shifts at all VITA sites
- Respond to all inquiries from prospective and returning volunteers on a timely basis.
- Promptly report volunteer-related incidents and complaints to the Program Manager in written form using standard company form.

### *Community Outreach and Education*

- Assist VITA Outreach Coordinator with identifying events and other settings to engage and educate taxpayers about VITA services and topics of public interest (e.g. Earned Income Credit, Child Tax Credit, Identity Theft).
- Regularly attend community events, visit partner sites, and assist HUF with executing VITA marketing campaign activities (e.g. event set ups, interviews)
- Gather all information and prepare monthly reports on VITA outreach activities for the IRS and VITA Program Manager.

### **Qualifications and Job Requirements:**

- **All candidates must pass a level 2 background check.**
- The VPA must attend new and/or refresher tax law trainings, including the use of the TaxSlayer® electronic filing software, and pass all certification exams required by the IRS (e.g. Standards of Conduct, Intake/Interview & Quality Review, and Advanced) in order to respond to incoming calls from tax clients, and conduct presentations in various community settings.
- The VPA must attend all mandatory staff training and staff meetings (whether in person or virtual).
- The candidate must be fluent in English (written and spoken), possess strong communication, organizational and problem-solving skills, pays good attention to detail, and is able to prioritize multiple tasks.
- Bilingual skills are a plus (English/Spanish, English/Haitian-Creole).
- Responsible for handling various administrative duties as required by the department.
- Demonstrated ability to work effectively with diverse customers from diverse communities.
- Ability to work effectively in a team environment with a positive attitude and can handle sensitive and confidential information with maximum discretion.
- Proficient in Microsoft Word, Excel, and PowerPoint.
- Technical proficiency (can operate and troubleshoot issues with computers, printers, network devices and other)
- Comfortability using the internet and web-based applications.
- Ability to travel independently and possess a valid Florida driver's license and insurance. (Proof Required).
- Must be available to work flexible hours, to meet the program expectations. (Some weekends and evenings)

**Education and Experience:**

- The ideal candidate will have at least an Associate’s degree from an accredited college and a minimum of 2 years’ experience in administrative work.
- Previous VITA experience is a plus.

**Working Environment:**

- A workspace will be provided/assigned for the individual to perform the duties in a confidential setting. The VITA VPA must exercise precautions to ensure the safe and secure handling of clients' information.

**Physical Requirements:**

- Prolonged periods sitting at a desk and working on a computer.
- Must be able to lift up to 15 pounds at times.

*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 encourage both prospective and current employees to discuss potential accommodations with the employer.*

I have read my job description and understand my responsibilities.

Employees Signature \_\_\_\_\_ Date: \_\_\_\_\_

Supervisor’s Signature \_\_\_\_\_ Date: \_\_\_\_\_

Title: \_\_\_\_\_

**This job description does not alter your “at-will” status. It is not an employee agreement or contract. Management has the right to alter this job description at any time with or without notice. Employee understands that other tasks or duties may be added or assigned from time to time, at the discretion of the administration.**