

## INTERPRETER TAX SITE SPECIALIST VOLUNTEER POSITION DESCRIPTION

The Interpreter Tax Site Specialist (TSS) provides support to our non-native English speaking customers at Prepare + Prosper. Working closely with the tax site manager, the TSS keeps the multi-step process running smoothly and provides interpretation as needed. The Interpreter TSS plays an integral role to ensure a positive experience for all of P+P's customers. Develop new skills and gain valuable experience working with diverse customers, volunteers, and staff.

### Role and responsibilities:

- Interpret important tax process information from English to another language of fluency
- Initiate the sign-in process, ensuring customers meet the basic eligibility requirements for services
- Answer customer questions and act as a navigator through the multi-step process
- Assist in the overall operation and flow of the process
- Go over completed tax return with customers and secure necessary signatures
- Provide the initial and final "friendly face" for customers
- Maintain customer confidentiality, providing as much privacy as logistically possible
- Work cooperatively with P+P staff and other volunteers to provide high-quality service to customers

### Skills required:

- Bilingual in one of the following languages: Spanish, Somali, Hmong, Oromo, Amharic, Karen
- Passion for connecting with people
- Strong leadership skills and ability to work independently
- Ability to relay complex information in a clear and direct manner
- Ability to multi-task in a fast-paced environment
- No previous tax experience is necessary

### Commitment and timeline:

#### October - December, 2016

Attend one volunteer orientation

#### January 2017

Complete 8-10 hours of in-person and online training

#### January 21 - April 15, 2017

Volunteer one 4-hour shift per week

### Locations

P+P operates 8 tax sites across the Twin Cities metro area, with locations in Minneapolis, St. Paul, Bloomington and Hopkins. Volunteers select a location that is convenient to work, home or school. Our main office is in St. Paul near the intersection of University Avenue W & Highway 280.



I LOVE VOLUNTEERING BECAUSE I HELP PEOPLE WITH DIVERSE BACKGROUNDS PREPARE FOR BRIGHTER FINANCIAL FUTURES.