

TAX SITE SPECIALIST VOLUNTEER POSITION DESCRIPTION

The tax site specialist (TSS) provides support to customers at Prepare + Prosper (P+P). Working closely with the tax site manager, the TSS keeps the multi-step process running smoothly. The TSS plays an integral role to ensure a positive experience for P+P's customers. Develop new skills and gain valuable experience working with diverse customers, volunteers, and staff.

Role and responsibilities:

- Initiate the customer sign-in process, ensuring that 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 tax clinic
- 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 deliver high-quality service

Skills required:

- 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
- Bilingual in Spanish, Somali, Hmong, Amharic, or Oromo is helpful!

Commitment and timeline:

April - May, 2017

Attend one volunteer orientation

May 2017

Complete 16-18 hours of in-person and online training

June 6 - August 15, 2017

Volunteer one 4-hour shift per week

OR June - October, 2017

Volunteer two 4-hour shifts per month

Locations

During the summer, P+P tax clinics operate only at our main office on University Avenue W & Highway 280.

2610 University Ave W.

St. Paul, MN 55114

