

# PREPARE + PROSPER

WORKING TOWARD A BRIGHTER FINANCIAL FUTURE

## Position Opening: Volunteer Resources Assistant Hourly pay range: \$17.00 - \$17.50

### ABOUT PREPARE + PROSPER

Prepare + Prosper (P+P) is a nonprofit that works with people to build financial well-being and address financial inclusion. Harnessing the power of volunteers and partnerships, we provide free tax preparation and financial services, products, and coaching, and work to change systems to create economic opportunity for everyone. We are committed to the principles of diversity, equity, and inclusion in our work and are particularly interested in receiving applications from people of color and those with lived experiences similar to the people who use our programs.

Learn more about P+P at [prepareandprosper.org](https://prepareandprosper.org).

### HOW TO APPLY

- **Please submit resume and cover letter by October 6, 2023 to [jobs@prepareandprosper.org](mailto:jobs@prepareandprosper.org) with the subject line "Volunteer Resources Assistant."**
- In your cover letter, we'd love to know if you have a history of volunteering or using the services provided by P+P, and what interests you about this position and working with volunteers.

### POSITION AT A GLANCE



Our preferred candidate has experience working on team projects with multiple details and enjoys communicating with people by e-mail, phone, and in-person.



This seasonal position is scheduled an average of 15-20 hours per week from mid-October 2023, through April 30, 2024. Some evening and Saturday hours are required.



The office is located near University Avenue and Highway 280 in St Paul with free parking and public transit options available. Work is performed in-person and remotely.



This position reports to the volunteer resources manager and works with the volunteer resources coordinator.

### ABOUT THIS POSITION

The volunteer resources assistant is responsible for supporting the day-to-day activities and logistics of the Prepare + Prosper (P+P) tax time volunteer program. This will include assisting the volunteer department in guiding 300+ volunteers through a multi-step onboarding process which includes information sessions, extensive training, site placement, and scheduling. With direction and support from the Volunteer Resources Team, the assistant is expected to work independently on projects.

The assistant promotes and incorporates diversity, equity, and inclusion in planning, decision-making, and program implementation to advance P+P's racial equity and economic justice commitment to address systemic racism and foster trust in supporting customers in building financial well-being.

## HOW THE POSITION BREAKS DOWN

### Volunteer coordination (40%)

- Provide support to volunteer resources coordinator in processing new volunteer applications.
- Assist all new and returning volunteers in completing multi-step onboarding process.
- Maintain accurate volunteer records in P+P's volunteer database, Volgistics.
- Work with volunteer resources coordinator to track volunteer attendance and follow up with volunteers who have not recorded hours for their shift.
- Aid in assembly and distribution of volunteer materials, including training bags, login information, and personalized nametags for each volunteer.
- Assist with volunteer engagement and recognition activities during tax season.

### Volunteer training coordination (35%)

- Assist with volunteer training logistics, including communication, data collection, technology needs, and training materials and handouts.
- Track and ensure volunteers complete all required training and certifications. Follow up with volunteers via email and/or phone when needed.
- Be present at volunteer trainings to take attendance, check identification (first day of training only), and answer volunteer questions about scheduling and tax season logistics.
- Assist with the distribution of training materials to tax-time volunteers and instructors.
- Support evaluation components of volunteer trainings.

### Communications (20%)

- Effectively communicate schedule and program updates to volunteers, when needed.
- Provide timely response and personal, friendly communication to potential and existing volunteers in both verbal and written formats.
- Differentiate communications to support a diverse cohort of volunteers and ensure an equitable volunteer experience regardless of background or identity.

### Other (5%)

- Perform other duties as required by business needs.

## WORK ENVIRONMENT

- This position has the option to work remotely for a portion of the work week with supervisor approval. Some work will be performed in an office environment that is accessible. Other work at off-site locations may be required and those may not necessarily be fully accessible.
- This role routinely uses standard office equipment such as computers, phones, photocopiers, and scanners.
- While performing the duties of this job, the employee is regularly required to talk and hear. The employee frequently is required to stand; walk; use hands to finger, handle or feel; and reach with hands and arms.
- The employee must occasionally lift and/or move objects up to 25 pounds and occasionally lift and/or move objects up to 40 pounds.
- Some night and weekend hours are required throughout the duration of this commitment

## HOW WILL YOU KNOW IF YOU ARE A GOOD FIT?

- 1+ years of work experience preferred (e.g., office administration, customer service).

- Experience in and comfort using Microsoft Office Suite (e.g., Excel, Word). Knowledge of or willingness to learn new databases (e.g., Volgistics).
- Able to manage and prioritize time and numerous deadlines in a fast-paced environment.
- Keen attention to detail, accuracy, and follow-through. Strong customer service skills.
- Active listening and clear communication to ensure effective teamwork with others.
- Demonstrated experience communicating and working effectively with others whose identity and background may differ from your own.
- Must be able to protect P+P's value by keeping information confidential.

### **BENEFITS THIS POSITION OFFERS**

- Paid sick and safe leave time (SST), accrued at one hour of SST for every 30 hours worked.
- Mileage reimbursed for work-related travel.
- Hands-on training and work experience with technical skills, such as spreadsheet and database management.

### **OUR COMMITMENT TO EQUAL EMPLOYMENT OPPORTUNITY**

P+P continues to work towards a more inclusive workspace, and as such, we are an equal opportunity employer and do not discriminate against any employee or applicant for employment because of race, skin color, ethnicity, religion, gender, sexual orientation, national origin, disability, age, marital status, military status, pregnancy, or parenthood.