

## VITA VOLUNTEER JOB DESCRIPTION

### VOLUNTEER SCREENER/GREETER

**Purpose of the Position:** Provide support to the taxpayers and volunteer tax preparers at VITA site. Ensure the taxpayer has the necessary information required to complete his/her tax return.

#### **Responsibilities:**

- Greet all taxpayers visiting the site to create a pleasant atmosphere.
- Complete a log or check in sheet to sign in taxpayers needing assistance.
- Give Intake/Interview forms to taxpayer for completion.
- Ensure that taxpayer has brought the necessary information (e.g., W-2, 1099's, last year's return, etc.) from which a return can be completed.
- Monitor site traffic to ensure sufficient time is allowed for all taxpayers being checked in at the site to receive assistance.
- Maintain confidentiality of taxpayer information.
- Provide general assistance to site patrons.

#### **Qualifications:**

- Training in site operations will be provided.
- Willingness to share time, skills, and interests.
- Deal with the public in a helpful and supportive manner.
- Pride in performing tasks completely and accurately.
- Friendly, dependable, flexible

#### **Support Available:**

- Training and on-site support will be provided.