



United Way of South
Central Tennessee

Job Description *United Way of South Central Tennessee*

Job Title: VITA Coordinator
Reports to: Director of Economic Mobility
FLSA Status: Regular, part-time, non-exempt
Date Revised: September 5, 2024
Hours: 25-30 hours per week

POSITION SUMMARY: The VITA Coordinator supports the mission, goals, values, and philosophy of the United Way of South Central Tennessee by exhibiting the following professional behaviors: commitment to excellence, exceeding expectations, efficiency and effectiveness, and accountability. As a member of the United Way of South Central Tennessee's professional team, the individual's performance includes superior demonstration of the following professional attributes: ethical leadership, effective communication, teamwork, and job knowledge. The VITA Coordinator oversees the management and operations of the Volunteer Tax Assistance program that supports the mission and vision of the United Way.

PRIMARY DUTIES AND RESPONSIBILITIES:

- **Operations:** Maintaining compliance with both NAFI and IRS guidelines by submitting reports as necessary and meeting deadlines as set forth by NAFI/IRS.
- Ensure grant requirements are fulfilled throughout the year, maintaining budget and administrative purchasing practices.
- Coordinate with marketing and other Community Impact staff for promoting VITA services to potential clients and partners.
- Set up and maintain inventory of equipment and supplies for VITA sites as well as ensure all equipment is fully operational.
- Schedule VITA sites and communicate with volunteers, community partners, NAFI and IRS on schedule changes.
- Plan and lead VITA meetings, events.
- Prepare tax returns as needed.
- Address client questions or concerns regarding their experience at tax sites and resolve complaints and conflicts in a timely, fair and professional manner.
- Ensure all returns have been submitted electronically at the close of each site day for all locations and monitor and resolve any rejections timely.
- Maintain strong relationships and communication with partners, host site liaisons.
- Be on site during site hours of operation and additional hours as needed whenever possible.
- Attend community events relevant to VITA recruitment and program promotion.
- **Volunteer Recruitment and oversight:** manage and retain volunteers.
- Ensure all volunteers working at the site(s) have completed the required certification.
- Maintains accurate records of volunteer certifications and volunteer hours.
- Coordinate with marketing and other Community Impact staff for volunteer recruitment.
- Suggest actions that United Way of South Central Tennessee and its community partners could take to leverage volunteers to expand the scale, reach, efficiency and/or the effectiveness of the program.
-
- **Other duties:** Primary duties and responsibilities are not all-inclusive, and employee will be asked to fulfill other duties as required.

VOLUNTEER COLLABORATION: VITA Volunteers, Interns and Capstone students

Mission Statement

The United Way of Rutherford and Cannon Counties improves lives by advancing opportunities for education, health and financial stability for all.

Vision Statement

To be the primary community solutions leader for human services.



United Way of South
Central Tennessee

SUPERVISORY RESPONSIBILITIES: Assistant Site Coordinator

QUALIFICATIONS: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills and/or abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION AND EXPERIENCE:

- Experience with tax preparation or income tax law and application preferred but willing to train the right, detail-oriented person who has experience managing people, logistics and communications.
- Has experience training others.
- Experience with VITA program preferred
- Must take all necessary and required certifications upon hire

OTHER SKILLS:

- Basic tax knowledge (Form 1040 and supporting schedules).
- Complete all training and certification requirements
- Strong interpersonal skills and problem-solving skills
- Ability to communicate effectively with a diverse range of individuals
- Highly developed organizational and planning skills
- Highly developed oral and written communication skills
- Ability to manage multiple projects and tasks simultaneously
- Advanced proficiency in Microsoft Office (Word, Excel, Outlook)

WORK ENVIRONMENT: Position is in an office setting that involves everyday risks or discomforts that require normal safety precautions. Frequent off-site meetings and events are also a component of this position. May include evening and weekend work during VITA season.

*The above statements are intended to describe the general nature and level of work being performed by individuals in this position. They are not intended to be an exhaustive list of all duties, responsibilities and skills of personnel so classified.

Mission Statement

The United Way of Rutherford and Cannon Counties improves lives by advancing opportunities for education, health and financial stability for all.

Vision Statement

To be the primary community solutions leader for human services.