



United Way of Tucson and Southern Arizona Position Description

Project Manager, VITA Full-Time, Non-Exempt (Hourly)

The Volunteer Income Tax Assistance (VITA) Program is a community financial wellness initiative led by United Way of Tucson and Southern Arizona and delivered in collaboration with partners throughout the state of Arizona. Through a network of dedicated volunteers, this program provides free, quality tax preparation from IRS-certified individuals. Our VITA program supports the financial wellbeing of low to moderate income taxpayers by helping them save money on their return, avoid predatory lending practices, connect to resources, and access tax credits for which they are eligible.

JOB SUMMARY

The VITA Project Manager is responsible for managing the daily tasks and reporting associated with all the VITA service models. This position will work closely with the VITA team and support volunteers working in the virtual VITA environment and to address challenges in a collaborative, collegial manner. In addition, the individual in this role will communicate with and provide an elevated level of customer service to taxpayers. This position requires excellent organization and time management skills, IT and systems knowledge, and desire for continuous improvement. This is a grant funded position and reports to the Director of the VITA Tax Service. The position is located at the United Way office in Tucson and may be called upon to travel within Pima County.

United Way offers competitive wages and a generous benefits packet with employer contributions for full time employees including medical, dental, 401K, HRA, PTO, 11 paid holidays, and opportunities for educational and professional development. For more information about our organization, see www.unitedwaytucson.org.

All United Way of Tucson and Southern Arizona (UWTSA) programs and strategies work toward eliminating racial, ethnic, and socio-economic disparities for an educated, thriving, and equitable community.

Salary \$18.50/hr.

RESPONSIBILITIES:

- Become highly proficient in the use of software and communication applications used in the Virtual VITA and Valet VITA service models, including TaxSlayer, GetYourRefund, MS Teams, Slack, and the GetYourRefund Hub client management system.
- Complete tax training and certification at the Advanced Level.
- Demonstrate and integrate tax knowledge in communication with taxpayers and volunteers to enhance service delivery and support.
- Perform Hub and GetYourRefund system maintenance, closely monitor trends and system capacity.
- Perform troubleshooting to the Hub system and GetYourRefund processes, submit tickets, and seek solutions to address volunteer stress points and improve processes.
- Act as team liaison to Code for America through meetings, Slack channels, and debrief sessions.
- Serve as lead point person to coordinate, schedule, and facilitate mobile Valet VITA sites.

- Assist with the design, delivery and tracking of training and support for Site Coordinators and volunteers.
 - Assist in setup, inventory and delivery of equipment and materials to VITA sites and volunteers.
 - Collaborate with the VITA team to create guides and other support materials.
 - Work with the Director to perform data collection, planning, and preparation for the tax season.
 - Update United Way website with current information related to filing tax returns virtually.
 - Performs other duties as assigned.
- **QUALIFICATIONS, SKILLS AND ABILITIES**
 - Bachelor's Degree
 - Demonstrates ability to effectively use typical Microsoft applications, databases and web-based software, along with a desire to learn new applications.
 - Demonstrates a passion for helping people and delivering exceptional customer service.
 - Ability to explain, educate and guide people through unfamiliar, complex processes.
 - Experience training others.
 - Demonstrates problem-solving skills and ability to assume different team roles when appropriate.
 - Ability to manage multiple, sometimes competing priorities with poise using available resources.
 - Comfort managing routine tasks while addressing new challenges.
 - Must possess a valid driver's license, current auto insurance, daily access to reliable vehicle.
 - Must be able to occasionally lift and carry up to 30 pounds.

POLICY STATEMENT

The United Way of Tucson and Southern Arizona is an equal opportunity employer. We champion diversity, equity, and inclusion. We take action to ensure equal opportunity and all candidates are considered without regard to race, color, religion, national origin, age, sex, sexual orientation, gender identity, marital status, ancestry, physical or mental disability, veteran status, or any other legally protected status.

Upon hire and/or prior to starting employment with us, the successful candidate will be required to provide evidence of COVID vaccination or provide proof of eligibility for medical exemption.