



United Way of Tucson  
and Southern Arizona

## United Way of Tucson and Southern Arizona Position Description

### Senior Program Manager, VITA Program Full-time, Exempt

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.

#### POSITION SUMMARY

The individual in this role reports to the Director of VITA Services and will work collaboratively with other United Way teams. This position is primarily responsible for recruitment, management, and retention of approximately 200 volunteers. This role requires achievement of high-level proficiency in tax preparation and support. This is a full-time position which requires extended work hours during peak months December-April. A successful candidate should demonstrate outstanding communication, project management, and organizational skills. This is a grant funded position.

#### SALARY \$42,000

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](http://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.

#### RESPONSIBILITIES

##### Primary

- Develop a year-round volunteer recruitment plan for VITA, United Way's free tax preparation program.
- Complete United Way's VITA training program to become IRS-certified and demonstrate proficiency as an advanced level tax preparer.
- Develop a strong understanding of tax preparation processes, regulations, and related topics to offer efficient and effective support to volunteer tax preparers and VITA staff.

##### Management and Administration

- Contribute to the design and implementation of continuous program improvement efforts.
- Assist in the development of innovations and new program initiatives, especially with respect to volunteer recruitment and retention.
- Maintain appropriate volunteer records, including applications, certifications, and hours.

- Manage data, including tracking, analysis, and dashboard reporting of VITA volunteer contributions; assist with other VITA Program reporting.
- Assist the VITA Director in the development and facilitation of training workshops and materials.
- Coordinate effective communication between VITA staff and VITA volunteers.
- Assist in the creation of site-based teams, identifying volunteer leaders and site coordinators.
- Manage scheduling and coordination of volunteer trainings, meetings, and support sessions.
- Conduct surveys, focus groups, or other appropriate means for obtaining feedback from volunteers and stakeholders.
- Assist with daily operations, including supply procurement, PO, expense report and invoice creation.

### **Facilitation/Coordination**

- Cultivate and maintain outstanding relationships with existing and new volunteers and partner agencies.
- Network with public and private groups, organizations, and entities in an effort to recruit and engage volunteers.
- Fosters cross departmental relationships and collaborative work, projects, and initiatives within United Way strategic areas of focus.
- Work with IT to support virtual volunteer experience.

### **Resource Development and Marketing**

- Create and edit a variety of written documents, correspondence, presentations, and reports.
- Attend and represent VTA at community meetings and events, communicating program mission, vision, and benefits.
- Present to community members, agencies, civic groups, businesses, workplace campaigns about VITA volunteer opportunities.
- Work with Communications and Engagement Department to develop VITA program promotional materials.
- Create content and support communications efforts, including the monthly newsletters, social media, website pages, and email distributions.
- Perform other duties as assigned.

### **QUALIFICATIONS, SKILLS, AND ABILITIES**

- Bachelor's degree from an accredited university or college; One year experience managing a volunteer workforce or equivalent combination of education and experience.
- Previous work in a financial, accounting, tax preparation or related field highly beneficial.
- Experience training or supervising others.
- Strong ability to analyze, organize, synthesize, and prioritize tasks.
- Enjoys team-based work and projects.
- Excellent written/verbal communication and public speaking skills.
- Experience with data extraction, management, manipulation.
- Strong computer software skills: customer management systems, word processing, spreadsheets, databases, forms, tax software; Microsoft Office Suite experience helpful.
- Ability to manage multiple tasks, occasionally under time constraints.

- Ability to work in a culturally sensitive manner with diverse populations
- Demonstrates excellent customer service, problem solving, conflict resolution, confidentiality, decision making, team building, time management.
- Ability to maintain a flexible work schedule and adjust it as required by changing demands.
- Ability to travel to community sites throughout Pima County.
- Must have valid AZ Driver’s License, registration and proof of current automobile insurance.
- Ability to occasionally lift up to 30 lbs. when necessary.

**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.

<b>Reviewed By:</b>	<b>Signature</b>	<b>Date</b>
Chief Impact Officer/Sr. Vice President Community Development		
Chief Operating Officer		
President, CEO		

Employee Acknowledgement of Receipt of Job Description:

<b>Name (Please Print)</b>	<b>Signature</b>	<b>Date</b>