



# Screener/Greeter (Virtual)

Assist in maintaining the flow of tickets through the Get Your Refund platform and provide additional support to clients, as needed. This role **does not** require tax training. As a screener, you will be a vital part of ensuring every taxpayer has a great experience with United Way of Tucson and Southern Arizona's Virtual VITA program.

## What is VITA?

United Way of Tucson and Southern Arizona's VITA program is dedicated to providing free, quality tax preparation services to families and individuals throughout Arizona. By becoming a VITA volunteer, you will have a direct impact on the financial well-being of hundreds of households in your community by helping them maximize their refund and receive one of the largest paychecks they'll receive all year.

## What will I do?

- Review submitted tickets and assist intake specialists with verifying identification
- Provide information to clients having trouble providing tax documents
- Support Virtual Site Coordinator as needed
- Maintain confidentiality of taxpayer information

## What makes me a good fit?

- Good interpersonal skills and comfortability working with a wide range of people
- Strong verbal and written communication skills
- Desire to provide outstanding service to every taxpayer

## How much time will I spend volunteering?

- Minimum of 40 hours during tax season
- One day per week from mid-January to mid-April

## What will I get out of it?

- Demonstrate a commitment to community service
- Satisfaction of knowing that you had a direct impact on your community
- Gain knowledge about taxes and develop a lifelong skill
- Opportunities for advancement into more experienced roles
- Expand your resume
- Gain experience in customer service

### **How do we support you?**

- Mentorship from highly experienced volunteers and United Way staff
- Opportunities for development into leadership roles
- Connections to other unique volunteer opportunities
- **Free** training and IRS VITA certifications

### **How do I get involved?**

- Attend 3 hours of training (in-person or online at your own pace)
- Pass the IRS Standards of Conduct exam

Visit [unitedwaytucson.org/vita/volunteer](https://unitedwaytucson.org/vita/volunteer) to get started!