



Site Coordinator (Virtual)

Manages the operation of United Way of Tucson and Southern Arizona Virtual VITA operations and a team of volunteers through Get Your Refund. This role requires previous experience with United Way of Tucson and Southern Arizona's VITA program. As a site coordinator, you will work directly with UWTSA staff and a team of volunteers to provide outstanding service to every taxpayer that uses our virtual tax preparation service.

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?

- Supervise a small team of volunteers to manage the flow of clients, provide support, and ensure that tax returns are prepared in a timely manner
- Verify that all returns prepared are within the scope of the VITA program
- Electronically file the tax returns with the state and IRS in a timely manner and monitor acknowledgements
- Ensure that rejected returns are resolved and that taxpayers are contacted if needed
- Act as a liaison between the volunteers and staff, addressing any relevant questions or concerns that may arise
- Develop and maintain a professional relationship with volunteers, UWTSA staff, and communities that VITA serves
- Maintain confidentiality of taxpayer information

What makes me a good fit?

- Previous experience as a United Way of Tucson and Southern Arizona VITA volunteer
- Comfortable working with virtual tax preparation tools (Get Your Refund, Tax Slayer, Teams, etc.)
- Strong leadership, organization, and communication skills
- Good interpersonal skills and comfortability managing other volunteers

How much time will I spend volunteering?

- Minimum of 60 hours during tax season
- Flexible hours, provide support to volunteers and taxpayers as needed

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
- Flexible volunteer hours
- Develop leadership and management skills
- Gain knowledge about taxes
- Opportunity to support and develop a team of volunteers
- Expand your resume
- Hands-on tax preparation experience
- Free IRS-approved tax preparation training by tax experts

How do I get involved?

- Attend 5 hours of Site Coordinator training
- Pass the IRS certification exam to achieve certification at the Advanced level
- Pass the Intake/Quality Review exam
- Pass the Site Coordinators exam
- The Hub Training

Visit unitedwaytucson.org/vita/volunteer to get started!