



# Spanish Interpreter (Virtual)

Assist with interviews, tax preparation, and quality review process by providing Spanish interpretation services to taxpayers and virtual volunteers through Get Your Refund. This role **does not** require tax training. In this role, you will play a vital part in helping expand the reach of United Way of Tucson and Southern Arizona's VITA program in your community.

## 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. As an intake specialist, you will be the first volunteer taxpayers interact with at a VITA site!

## What will I do?

- Provide Spanish translation and interpretation to virtual volunteers as necessary
- Maintain confidentiality of taxpayer information

## What makes me a good fit?

- Ability to communicate fluently in English and Spanish
- Strong verbal and written communication skills
- Good interpersonal skills and comfortable working with a wide range of people
- Thorough attention to detail

## How much time will I spend volunteering?

- Minimum of 20 hours during tax season
- As needed depending on Spanish-speaking taxpayer capacity

## 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
- Hands-on field experience in case management
- 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)
- Complete Valet and the Hub training
- Pass the IRS Standards of Conduct exam

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