



IN YOUR CORNER

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Volunteer Income Tax Assistance (VITA) Program: Greeter Volunteer

Purpose:

The greeter volunteer will welcome taxpayers visiting the site for tax services. The volunteer will also screen taxpayers to determine the type of assistance they require and confirm if they have necessary documents to complete their tax returns.

Agency contact:

For more information or to apply contact Volunteer Services – volunteer@camarin.org

Responsibilities and duties:

- Provide taxpayers with intake forms, determine the assistance needed, and ensure taxpayer has brought all required documents to complete tax return.
- Scanning and/or photocopying documents.
- Not eligible to answer any tax-related questions.
- Manage traffic and entry areas on-site to maintain the flow of taxpayers according to site operational procedures.
- Adhere to IRS Quality Site Requirements, including maintaining taxpayer privacy and confidentiality standards, and code of conduct.
- Communicate with individuals in a respectful manner and responsive approach to differing beliefs and practices, sexual orientations, disability statuses, gender identities, ages, cultural preferences, linguistic needs, and other state and federal protected statuses.

Time Commitment:

- 4 hours/day once a week from January to April

Required Skills and Qualifications:

Skills

- Ability to engage with the public in a positive, productive manner.
- Provide necessary support to VITA Team with dedication to the Agency's mission and vision.
- Verbal communication skills.

- Complete all IRS training requirements: Volunteer Standards of Conduct and Intake/Interview process.

Qualifications

- Proficient in English; and proficiency in Spanish desired.
- Willingness to provide a pleasant and welcoming environment.
- Adapts well to a dynamic, rapidly changing environment and works effectively within a team.
- Tax law certification not required.

Benefits to Volunteer:

- Helping fellow community members who need tax preparation assistance.
- Assisting Community Action Marin in aligning to the Agency's whole-family approach.
- Free training.
- Letters of reference (long-term volunteer commitments).

Location:

- Community Action Marin Main Office: 555 Northgate Drive, Suite 201, San Rafael, CA 94903

Reasonable Accommodations:

This opportunity may involve physical demands (e.g., climbing stairs, carrying, lifting, etc.) as the actions are essential function to the role. Reasonable accommodations may be made to enable individuals with qualifying disabilities to perform essential functions.