

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 contacts:

Ashley Creese, Volunteer Services – acreese@camarin.org

Laurel Hill, Director of Safety Net Services – lhill@camarin.org

Debbie Brown, VITA Site Coordinator – dbrown@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.
- 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.
- Communicates 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:

2021 Dates – Fridays (9:00am – 12:30pm and/or 12:30pm – 4:00pm)

January 29th, February 5th, February 12th, February 19th, February 26th, March 5th, March 12th,
March 19th, March 26th, April 2nd, & April 9th

We partner with Canal Alliance to provide VITA services. Depending on your availability you may also volunteer with Canal Alliance on the dates below:

** 2021 Dates – Tuesdays (9:00am – 12:30pm and/or 12:30pm – 4:00pm) **

February 2nd, February 9th, February 16th, February 23rd, March 2nd, March 9th, March 16th,
March 23rd, March 30th, April 6th, & April 13th

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, Intake/Interview and Quality Review, and the Volunteer Certification System

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. climb 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.