



**Family Service**  
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Date posted: 11/29/18  
Date closed: 12/29/18  
**Or when filled**

<b>Job Title</b>	<b>Volunteer Income Tax Assistance (VITA) Quality Reviewer</b>
<b>Requisition Number</b>	2018-0050
<b>Department/Program</b>	Workforce & Financial Sustainability/VITA
<b>Location</b>	The Neighborhood Place, 3014 Rivas, San Antonio 78228
<b>Position Type</b>	Part Time - Temporary
<b>Work Days/Hours</b>	Monday – Thursday 12pm – 6pm, Saturday 9am-1pm
<b>Pay Rate</b>	\$14.00 per hour
<b>Job Summary</b>	The Quality Reviewer is responsible for preparing current year tax returns using Tax Wise software for the Volunteer Income Tax Assistant (VITA) site. VITA is one of the nation’s largest volunteer-led free tax preparation services assisting low to moderate income families and individuals.
<b>Competencies &amp; Skills</b>	<p><u>Business Ethics:</u> Treats people with respect. Keeps commitments. Inspires the trust of others. Works with integrity and ethically. Upholds organizational values.</p> <p><u>Customer Service:</u> Displays courtesy and sensitivity. Manages difficult or emotional customer situations. Meets commitments. Responds promptly to customer needs. Solicits customer feedback to improve service.</p> <p><u>Quality:</u> Demonstrates accuracy and thoroughness. Displays commitment to excellence. Looks for ways to improve and promote quality. Applies feedback to improve performance. Monitors own work to ensure quality.</p>
<b>Qualifications &amp; Experience</b>	<p><u>Required</u></p> <ul style="list-style-type: none"> <li>• High School Diploma or equivalent with appropriate tax preparation education.</li> <li>• Significant previous tax preparation work experience.</li> <li>• Basic typing skills and proficiency in MS Office and databases.</li> <li>• Must complete tax training and obtain certification.</li> <li>• Good interpersonal skills and the ability to relate well with individuals from a variety of socioeconomic and cultural groups.</li> </ul> <p><u>Preferred</u></p> <ul style="list-style-type: none"> <li>• Fluent in English and Spanish (read, write, and speak) highly desirable</li> <li>• Associates degree or higher preferred.</li> <li>• Three prior season’s income tax preparation experience preferred.</li> </ul>

Interested applicants should send resume/application to:

[Recruiting@family-service.org](mailto:Recruiting@family-service.org)

(Please include **Job Title** and **Requisition Number** in correspondence)

Equal Opportunity Employer