



**Family Service**  
SUPPORT. STRENGTHEN. SERVE.

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

<b>Job Title</b>	<b>Volunteer Income Tax Assistance (VITA) Site Coordinator</b>
<b>Requisition Number</b>	2018-0049
<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 – 7pm, Saturday 9am-1pm
<b>Pay Rate</b>	\$14.00 per hour
<b>Job Summary</b>	The VITA Site Coordinator is responsible for the operation of the Volunteer Income Tax Assistance (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>• One year of experience in a customer service role or providing community resources.</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> </ul> <p><u>Preferred</u></p> <ul style="list-style-type: none"> <li>• Two to Five years supervisory experience</li> <li>• Associates degree or higher preferred.</li> <li>• Minimum three prior season’s income tax preparation experience preferred.</li> <li>• State of Texas vehicle operator’s license and proof of liability insurance.</li> <li>• Fluent in English and Spanish (read, write, and speak).</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)

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