



Community Action Agency of Butte County, Inc.

Helping People. Changing Lives.

VOLUNTEER JOB DESCRIPTION

Position Title	Greeter/Screening Volunteer for VITA Program
Volunteer Name	
Supervisor Name & Title	TBD – VITA Site Coordinator
Organization Mission	
At Butte County CAA we provide hope to people struggling with poverty to become more self-sustaining by meeting tangible needs in the areas of energy savings, affordable food, and housing. At Butte County CAA our mission is to serve as a catalyst to reduce poverty and its symptoms through: <ul style="list-style-type: none">• Providing quality services• Developing resources• Collaborating with others• Advocating on behalf of the economically & socially disadvantaged• Empowering individuals• Improving the conditions in which people live, learn and work	
Objective of Position	
The greeter greets everyone visiting the site to create a pleasant atmosphere. You screen taxpayers to determine the type of assistance they need and confirm they have the necessary documents to complete their tax returns. Tax law certification is <u>not required</u> for this position.	
Key Responsibilities / Tasks	
<ul style="list-style-type: none">• Greet all clients that are visiting the VITA site• Screen Taxpayers to determine the type of assistance they may need• Confirm the client has all the documents necessary for their Tax Return to be Completed• Provide knowledgeable answers to client questions• Perform basic clerical duties such as: preparing clipboards with forms and pens, setup and arrange waiting area; Downtime duties like restocking office supplies as necessary, fill swag bags, assist with scheduling; Closing duties like restocking brochures and flyers, tidy up waiting area, empty trash.	
Qualifications / Skills	
Volunteer Criteria: <ul style="list-style-type: none">• Ability to sit for extended periods of time• Must obtain the following VITA Certifications before your first scheduled shift (training and certification provided; requires ~4 hours to complete)<ul style="list-style-type: none">▫ 2021 Volunteer Standards of Conduct• Be able to follow basic instructions• Be reliable and arrive on time to scheduled shifts• Report to the site neatly groomed and wear clothing that is professional, and appropriate for the position• Practice discretion and maintain confidentiality with sensitive/private information• Have strong written and verbal communication skills• Ability to communicate and provide assistance to people with disabilities <p>*Please let us know if you are able to assist Spanish speaking clients*</p>	
Location / Setting	

181 East Shasta Ave., Chico, CA 95973
(530) 712-2600

Chico, CA / In-door office setting

Schedule

Variable Tuesday-Saturday (Flexible Hours Available)

Training & Supervision

CAA provides training and materials

Screening

Volunteers must be over 18 years of age, pass a background check, and complete training and certification for the role(s) they intend to fill.