



Community Action Agency of Butte County, Inc.

Helping People. Changing Lives.

VOLUNTEER JOB DESCRIPTION

Position Title	Quality Reviewer 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	
To promote accuracy, per the program's Quality Site Requirements, all tax returns must be quality reviewed. Every item on the Quality Review Checklist must be addressed while reviewing the tax payer's intake document, all supporting documents, and the completed tax return prior to filing. The taxpayer must be available to explain any discrepancies the Quality Reviewer may discover. This will be the Quality Reviewer's primary duty, as the Designated Reviewer. This preferred quality review method employs a designated Quality Reviewer, a volunteer who is solely dedicated to reviewing returns prepared by the other volunteers at the site.	
Key Responsibilities / Tasks	
<ul style="list-style-type: none">• Review tax returns completed by volunteer tax preparers with the tax payer• Ensure all taxpayers receive accurate and top-quality service• Schedule phone meeting with clients, as needed	
Qualifications / Skills	
Volunteer Criteria: <ul style="list-style-type: none">• Ability to sit for extended periods of time• Basic computer literacy and skills (keyboarding, Windows 10, web browsers)• Must obtain the following VITA Certifications before your first scheduled shift (training and certification provided; requires ~40 hours to complete)<ul style="list-style-type: none">▫ 2021 Volunteer Standards of Conduct▫ 2021 Intake/Interview/Quality Review▫ 2021 Advanced Tax Law• Prior Tax preparation experience required (can be obtained in the VITA program)• Be able to follow detailed 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	

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

Location / Setting
Chico, CA / In-door office setting
Schedule
Variable Tuesday-Saturday (Flexible Hours Available)
Training & Supervision
CAA provides IRS approved 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.