



# Community Action Agency of Butte County, Inc.

*Helping People. Changing Lives.*

## VOLUNTEER JOB DESCRIPTION

<b>Position Title</b>	Site Alternate Coordinator Preparer Volunteer for VITA Program
<b>Volunteer Name</b>	
<b>Supervisor Name &amp; Title</b>	TBD – VITA Program Coordinator/Site Primary Coordinator
<b>Organizations Mission</b>	
<p>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.</p> <p>At Butte County CAA our mission is to serve as a catalyst to reduce poverty and its symptoms through:</p> <ul style="list-style-type: none"> <li>• Providing quality services</li> <li>• Developing resources</li> <li>• Collaborating with others</li> <li>• Advocating on behalf of the economically &amp; socially disadvantaged</li> <li>• Empowering individuals</li> <li>• Improving the conditions in which people live, learn and work</li> </ul>	
<b>Objective of Position</b>	
<p>In collaboration with community partners, through the IRS Volunteer Income Tax Assistance (VITA) program, CAA provides no cost tax preparation assistance to families and individuals with low household incomes, persons with disabilities, the elderly and limited English speaking taxpayers. We help over 1200 families annually to file accurate tax returns, putting needed money back into their budget and benefitting our local community.</p> <p>The VITA Site Alternate Coordinator is there to ensure that volunteers understand and follow the Quality Site Requirements set by the IRS and procedures set by Community Action Agency. They will assist in delegating tasks to other volunteers, monitor progress, and escalate as necessary. This person has excellent organizational and leadership skills, and may be asked to assist with any issues that arise.</p>	
<b>Key Responsibilities / Tasks</b>	
<ul style="list-style-type: none"> <li>• Ensure all volunteers follow all site operating procedures</li> <li>• Ensure and assist in getting the site is operation-ready during your shift</li> <li>• Verify scheduled volunteers are properly certified to work at VITA/TCE sites</li> <li>• Ensure scheduled volunteers are certified to prepare tax returns at the appropriate level of certification</li> <li>• Share Volunteer Tax Alerts (VTA), Quality Site Requirements Alerts (QSRA), and technical updates with all volunteers during their shift</li> <li>• Hold daily briefings as needed to share information impacting site operations with volunteers</li> <li>• Assist as backup for intake and interview of clients (tax payers), basic tax prep, and/or Quality Review of basic tax returns</li> <li>• Schedule phone meeting with clients, as needed</li> <li>• Data entry</li> <li>• Provide knowledgeable answers to client questions</li> </ul>	
<b>Qualifications / Skills</b>	
<p>Volunteer Criteria:</p> <ul style="list-style-type: none"> <li>• Ability to sit for extended periods of time</li> <li>• Basic computer literacy and skills (keyboarding, Windows 10, web browsers)</li> <li>• Must obtain the following VITA Certifications before your first scheduled shift (training and certification provided; requires ~40 hours to complete)</li> </ul>	

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

- Volunteer Standards of Conduct
- Intake/Interview/Quality Review
- Basic Tax Law
- Site Coordinator
- Excellent organization, communication, and leadership skills
- Tax professionals or community volunteers who are willing to be trained
- 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

**Location / Setting**

Chico, CA / In-door office setting

**Schedule**

Variable Monday-Saturday (Flexible Days and 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.