



VITA APPOINTMENT SPECIALIST

Department: IMPACT

Job Status: Seasonal Part-time

Reports To: VITA Program Director

FLSA Status: Non-Exempt

The Volunteer Income Tax Assistance (VITA) Program is a free tax preparation service for low to moderate income families and individuals.

POSITION OVERVIEW

The VITA Appointment Specialist is a temporary position for the tax season. The Specialist will respond to incoming phone calls to schedule drop-off income tax appointments at various locations, using Squarespace scheduling software and provide support to the VITA Program Manager. This position will require frequent contact with the public via phone and email.

This is a part-time, seasonal position. The VITA Appointment Specialist will work during the typical tax season (January 14th, 2025 - April 11th, 2025) not exceeding twenty-eight (28) hours a week for 13 weeks. The call center will be open Tuesday-Friday starting January 21st from 10am-5pm.

The VITA Appointment Specialist will be located at the United Way of Greater Stark County Downtown Canton offices.

KEY JOB RESPONSIBILITIES AND DUTIES

Within parameters established by the United Way of Greater Stark County, the VITA Appointment Specialist is responsible to:

- Must be available to work during the Call Center operation hours.
- Respond to incoming calls and schedule tax appointments.
- Ask scripted questions and critically think through responses to ensure client is fully prepared for their appointment.
- Must be able to use the computer-based software quickly and accurately when booking an appointment.
- Conduct interactions in a professional, helpful, and accommodating manner.
- Follow protocol by keeping all related information private and confidential.
- Follow up with any unresolved questions from tax clients prior to leaving their shift.
- Other clerical duties (filing, organizing) will be assigned as needed.

KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED

To perform the essential functions of this job, the employee must possess the following:

1. Willingness to support our mission and culture by actively exercising our five core values: Can-do-attitude; Be a Team Player, Open to Change, Humbly Confident and Deep Respect for Human Potential.
2. Must have the ability to communicate professionally; demonstrate the ability to advocate and be an active listener; must be able to build relationships and relate to people in an open, friendly, and



accepting manner, showing interest in others and their concerns; display confidentiality while achieving high levels of participant satisfaction.

3. Ability to work independently, yet function as a productive member of a team.

EDUCATION AND EXPERIENCE

Customer service and/or call center experience preferred.

SIGNATURE

The above statements describe the general nature and level of work only. They are not an exhaustive list of all required responsibilities, duties, and skills. Other duties may be added, or this description amended at any time. I have reviewed and understand in full this job description.

Employee's name

Employee's signature

Today's date