United Way of Greater Stark County (UWGSC) is mobilizing the community to break the cycle of poverty! We are a fast-paced, friendly, and adaptable workplace. Our staff are team-players with "can-do" attitudes. We value openness to change, humble-confidence and have a deep respect for human potential.

With the tax-filing season quickly approaching, United Way will again offer the Volunteer Income Tax Assistance (VITA) Program to the Stark and Carroll County communities. VITA is a free tax preparation service for low to moderate income families and individuals. We are seeking an experienced Site Coordinator, who will provide oversight for volunteers at tax clinics and supervise services to meet standards of the IRS Quality Site Requirements. This position directly supports United Way's mission to strengthen financial security for individuals and families in our community.

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 12th, 2027 - April 15th, 2027) not exceeding twenty-eight (28) hours a week for 14 weeks. The call center will be open Tuesday-Friday starting January 19th from 8am-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:
- 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.
- 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.
- Ability to work independently, yet function as a productive member of a team.

EDUCATION AND EXPERIENCE

- Customer service and/or call center experience preferred.

SALARY

- $15.00-$18.00/hour

Resumes should be submitted to hr@uwstark.org by November 30 2026.

All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, or national origin.

UNITED WAY
Stark • Carroll