



WORCESTER COMMUNITY ACTION COUNCIL, INC.
The Antipoverty Agency for Central Massachusetts

484 Main Street, 2nd Floor ♦ Worcester ♦ Massachusetts ♦ 01608-1810
Telephone: 508.754.1176 ♦ Fax: 508.754.0203 ♦ Website: www.wcac.net

Greeter, Volunteer Income Tax Assistance (VITA), Part Time, Seasonal

The VITA Greeter will work 15 hours per week: Monday – Wednesday 4:00 pm – 7:00 pm and Saturday 8:00 am – 2:00 pm. This is a seasonal position; beginning Tuesday, January 16, 2018 and ending on Wednesday, April 18, 2018.

The VITA Greeter will be responsible for scheduling & coordinating tax preparation appointments, greeting clients as they arrive, assist volunteer tax preparers as needed, and assist clients with completing required IRS and Self Declaration of Income forms.

Qualifications:

- High School Diploma or HiSET equivalent.
- Experience scheduling appointments and maintaining a calendar.
- Strong written and oral communication skills.
- Good interpersonal and organizational skills.
- Must work cooperatively and effectively with a diverse population.
- Ability to collect, organize and process documents from clients.
- Ability to maintain confidential information.
- Excellent computer skills and working knowledge of Microsoft Office.

Other Requirements:

- Bilingual in Spanish preferred.
- Evening hours and Saturdays are required.
- Must have valid driver's license and reliable transportation.
- Must successfully pass CORI review.

Duties and Responsibilities:

- This position requires extensive contact with clients of Worcester Community Action Council, Inc., and the general public. Excellent customer service skills are critical.
- Greet clients as they arrive for their tax preparation appointment.
- Schedule and reschedule appointments.
- Answer telephone calls, listen to voicemail messages and return phone calls.
- Assist clients in completing IRS Intake/Interview & Quality Review Sheet.
- Assist clients in completing City of Worcester Self-Declaration of Income Report.
- Obtain necessary forms and identification from clients for the volunteer tax preparer.
- Maintain a clean and sanitized environment.

Send cover letter and resume specifying position to: Human Resource Department, Worcester Community Action Council, Inc., 484 Main Street, 2nd Floor, Worcester, MA 01608 or via email to hr@wcac.net. AA/EOE. **Resumes must be received by December 29, 2017.**