

**TEMPORARY  
RECRUITMENT**

## **VITA SITE COORDINATOR**

**(Volunteer Income Tax Assistance)**

*Part-time, temporary assignment, 20-40 hours/week*  
*\$20.00 per hour*



**Applications will be considered as they are received.**  
**Interested candidates are encouraged to apply immediately.**

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## BACKGROUND

The Fremont Family Resource Center (FRC) is a collaborative effort of over 20 State, County, City and non-profit agencies that support families in a variety of ways. Services available at the FRC include: adult and youth employment; child care information, referral and subsidies; counseling and case management; housing information; parent support; immigration services; services for the disabled; nutrition services for mothers and children; health insurance counseling and SparkPoint FRC to help families build their financial assets. The City of Fremont Human Services Department is the lead organization in the FRC collaborative and in SparkPoint FRC.

## SPARKPOINT FREMONT FRC

Helping families get ahead financially is one of the core strategies identified by the FRC as an effective means of empowering and strengthening families and children. In this vein, the FRC is one of 10 Bay Area SparkPoint Centers, and initiative coordinated by United Way of the Bay Area aimed at helping families to reach their financial goals. The FRC is also a partner in "Earn It! Keep It! Save It! Alameda County, the county wide free tax preparation campaign helping families to claim the EITC.

**THE POSITION** Under the supervision of the SparkPoint Program Coordinator, the VITA Site Coordinator oversees site operations at a Volunteer Income Tax Assistance (VITA) site at the Fremont FRC, and 2 satellite sites located at Tri-Cities One Stop Career Center; and New Haven Adult School in Union City. The Site Coordinator manages volunteers and works together with the VITA Quality Assurance Coordinator to efile returns in TaxSlayer and sends required reports to UWBA. The Site Coordinator coordinates and works with the Quality Assurance Coordinator, the VITA Coaches and Trainers and Quality Reviewers and FRC Staff to ensure that the site operates according to all guidelines, and that required statistics and surveys relating to the taxpayer information is handled appropriately.

This position is a part-time, temporary assignment. The work schedule is as follows:

- 20 - 30 hours/week through December 16, 2019,
- 40 hours/week January - April 17, 2020, then
- 20 hours/week through October 2020 with two months off in July and August

Ability to attend monthly UWBA Site Coordinator meetings and trainings in Oakland required.

## RESPONSIBILITIES

- Oversee all operational needs of a tax site.
- Recruit volunteers and ensure all volunteers meet the IRS training and documentation requirements according to their volunteer positions.
- Coordinate closely with quality reviewers and coaches and support their efforts to ensure accuracy of returns.
- Work closely with SparkPoint Coordinator to develop seamless connections to other SparkPoint Asset Building programs and services for clients.
- Coordinate services with Census Fremont project, sharing opportunities for cross training and outreach.
- Track and report hours for volunteers.
- Maintain and monitor on-line customer appointment logs.
- Work collaboratively with In-take Sites and UWBA to coordinate the virtual VITA process. Responsible for assigning returns to tax preparers, tracking return status, contacting customers, and updating and maintaining appropriate log sheets.
- Communicate effectively with site staff and to manage facilities support and scheduling issues
- Ensure timely electronic filing of tax returns and resolution of rejects, working closely with the VITA Quality Assurance Coordinator.
- Address equipment, software, supply and other site needs in a timely fashion, working together with the IRS and UWBA EIKISI staff.

- Coordinate volunteer hospitality and volunteer recognition event, in collaboration with SparkPoint Coordinator.
- Communicate regularly with volunteers and maintain volunteer database.
- Create marketing materials for the VITA Program, i.e. flyers, articles for newspapers, electronic newsletters, email blasts, etc.
- Execute site procedures according to UWBA Campaign guidelines.
- Manage workflow of tax site: set-up space; facilitate client sign-in and intake; ensure orderly and thorough screening process and reduce wait time.
- Manage supplies and materials, keep files and supplies organized, and order new supplies when necessary. Keep track of site budget and expenses.
- Ensure security of confidential information.
- Ensure proper reporting and record keeping. Collect, compile and submit to the Campaign required statistics and surveys relating to the taxpayer information.
- Serve as the main contact for clients to address questions or concerns about their experience at the tax site. Promptly respond to inquiries from clients or the IRS.
- Other related duties as assigned.

## REQUIREMENTS

Any combination of education and/or experience that has provided the knowledge, skills and abilities necessary for satisfactory job performance would be qualifying. A typical way to obtain the required knowledge, skills and abilities would be: strong interpersonal skills and experience in a management role. Experience managing diverse volunteers or experience in a Volunteer Income Tax Assistance program preferred. Must complete Site Coordinator training in January 2020.

## IDEAL CANDIDATE

The Site Coordinator must be dependable and self-directed, a quick-learner, detail oriented, organized, efficient, and able to multi-task in a fast-paced environment. Must have ability to respond to tax site related emails and phone calls during the workday on occasion. Those with experience with free tax sites or tax filing preferred, but not required. Advanced computer skills; and must be familiar with cloud technology.

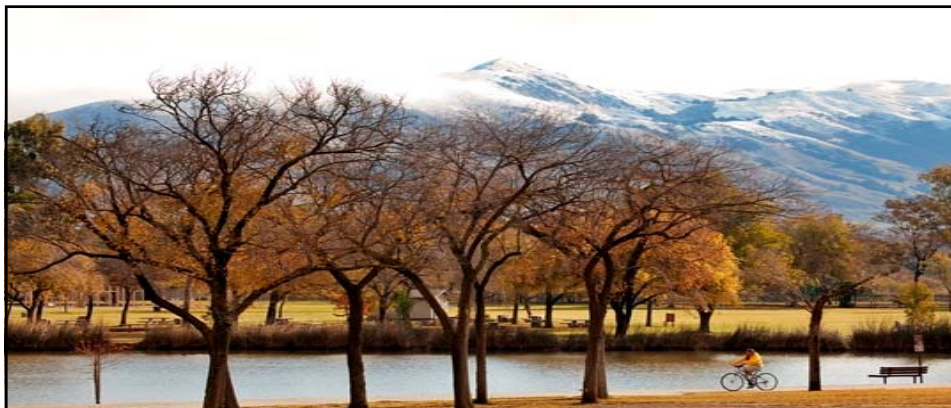
## COMPENSATION

The hour rate is \$20.00. The temporary assignment does not include benefits.

## APPLICATION INSTRUCTIONS

To be considered for this position, submit a completed City application and resume through our online application system at [www.fremont.gov/tempjobs](http://www.fremont.gov/tempjobs). Applications submitted without a resume will not be considered.

The first review of applications will be November 18, 2019. Interested candidates are encouraged to apply immediately.



## SELECTION PROCESS

The process will include individual and/or panel interviews, fingerprint check for criminal history, reference checks, or other related components. Only those candidates who have the best combination of qualifications in relation to the requirements and duties of the position will continue be selected. Meeting the minimum qualifications does not guarantee an invitation to participate in the process.

The City of Fremont is an Equal Opportunity Employer.

Reasonable Accommodation: We will make reasonable efforts in the selection process to accommodate persons with disabilities. Please advise Human Resources of any special needs in advance by calling

(510) 494-4660.

*The information contained herein is subject to change and does not constitute either an expressed or implied contract.*



## **SUPPLEMENTAL QUESTIONNAIRE - SPECIAL ASSISTANT (VITA SITE COORDINATOR)**

### **GENERAL INFORMATION:**

The completion of this supplemental questionnaire is required for your application to be considered for the Special Assistant (VITA Site Coordinator) position, and is an integral part of the examination process.

This supplemental questionnaire will be used to assess your experience as it relates to the position of Special Assistant (VITA Site Coordinator) position. Your responses will be evaluated and will assist in determining which applicants will receive further consideration in the examination process.

**Your responses must be verifiable with the information on your application.**

### **DIRECTIONS:**

When you apply online you will be asked to respond to the following questions:

1. How many years of professional work experience do you have in a management or supervisory capacity?
  - ☐ None
  - ☐ Less than 1 year
  - ☐ 1 year to less than 2 years
  - ☐ 2 years to less than 3 years
  - ☐ 3 years to less than 4 years
  - ☐ 4 years or more
2. How many years of professional experience do you have managing or supervising volunteers?
  - ☐ None
  - ☐ Less than 1 year
  - ☐ 1 year to less than 2 years
  - ☐ 2 years to less than 3 years
  - ☐ 3 years to less than 4 years
  - ☐ 4 years or more
3. How many years of professional experience do you have preparing and filing tax returns?
  - ☐ None
  - ☐ Less than 1 year
  - ☐ 1 year to less than 2 years
  - ☐ 2 years or more