



Job Posting-VITA Program Coordinator (Temp.)

GENERAL JOB SUMMARY:

West Valley Community Services is a nonprofit organization that has been providing safety net services to low income and homeless individuals and families in the west valley region of Santa Clara County for more than 48 years. The mission of West Valley Community Services is to unite the community to fight hunger and homeless. Our work is guided by the vision of a community where every person has food on the table and every person has a roof over their head.

West Valley Community Services is currently hiring a VITA program coordinator, who will be responsible for operating the Volunteer Income Tax Assistance program (VITA).

Duties and Responsibilities:

Program Coordination of VITA

- Oversee the daily operations of the Volunteer Income Tax Assistance (VITA) site during tax season (January–April 2025), ensuring compliance, efficiency, and high-quality service.
- Ensure the site operates as scheduled with sufficient volunteer coverage, supplies, tax materials, and equipment.
- Supervise volunteer tax preparers, ensuring compliance with procedures and providing guidance as needed.
- Provide customer service support to clients as needed and answer taxpayer questions regarding tax law and their returns.
- Ensure all tax returns are electronically filed with the IRS in a timely manner and ensure rejected returns are corrected and/or the taxpayer is notified
- Conduct quality reviews (QR) for all tax returns prepared by volunteers, assisting with accurate return preparation when necessary
- Participate in United Way Bay Area and IRS trainings and monthly meetings, and complete all site coordinator training.
- Support the recruitment and training of VITA volunteers

Administrative Support

- Conduct client intake
- Maintain taxpayer data in Google Spreadsheets and Shared Drives
- Coordinate, participate in, and assist with outreach events for the VITA program

Qualifications:

- A minimum of two years of administrative experience
- Experience with working with tax programs is desired but not required.
- Motivated with a sense of teamwork.
- Must pass the VITA/IRS exams successfully before the program begins.

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- Good communication, organizational, and multitasking skills.
- Demonstrated skills in working with people from various backgrounds and embracing WVCS' mission to provide basic human needs with compassion and in a dignified environment.
- Computer skills including Microsoft Excel, Word, or comparable software such as Google Suites.
- Proven attention to detail plus the ability to organize resources.
- Bi-lingual Spanish or Asian languages are desirable.
- Ability to build collaborative relationships with co-workers.
- Strong oral and written communication skills.
- Valid California driver's license/ID and insured automobile preferred.

Compensation and Benefits:

- This is a temporary/seasonal, full-time, non-exempt position
- From January 1, 2025-June 30, 2025
- Benefits: NA

Salary:

- \$24.52-\$26.85/hour (\$51,001-\$55,848/year)

Schedule:

- 8-hour shift
- Day shift
- In-person, Monday-Friday, 8 am-5 pm, occasional evenings and weekends

At West Valley Community Services, diversity is one of our core values. We engage with a diverse community of clients, staff, volunteers, and donors, and believe diversity makes us stronger. We encourage people from all backgrounds and all identities to apply.

West Valley Community Services is an Equal Opportunity Employer encouraging diversity in the workplace. All qualified applicants will receive consideration for employment without regard to race, national origin, gender identity/expression, age, religion, disability, sexual orientation, genetics, veteran status, marital status or any other characteristic protected by law.

Application Process:

Applications will be reviewed on a rolling basis. To apply, please submit the following via email to HR hr@wvcommunityservices.org [Please indicate "Position title" in the subject line of the email]

- Letter of interest
- Resumé