

# **CLAIM IT! A United Way Partnership**

## **VOLUNTEER OPPORTUNITIES**

***All volunteer opportunities include the following qualifications and requirements:***

***Qualifications:***

- Willingness to share time, skill, and interests
- Pride in performing tasks completely and accurately.
- Ability to deal with volunteers, stakeholders, partner and the public in a helpful and supportive manner.
- Friendly, dependable and flexible
- Enjoy working in a diverse ethnic, social, and economic environment
- Ability to work independently

***Requirements:***

- Be punctual and stay for the length of the time scheduled
- Complete all documentation required at the tax site
- Give a 24-hour cancellation notice when you will be absent from a scheduled shift
- Completed training for volunteer job description
- Work cooperatively with other paid and unpaid staff to assure the tax clinic runs smoothly and provides high quality service to customers
- Maintain strict confidentiality, providing as much privacy as logistically possible
- Follow guidelines and procedures outlined in the Volunteer training

### ***Specific Volunteer Roles Needed:***

**Screener/Site Assistant:** Welcome and sign-in taxpayers. Help them to determine whether they have the necessary documentation to prepare their returns. Organize documentation to facilitate tax preparation. Assist with administrative duties. Estimated training: 4-hour class and onsite instruction.

**Tax Preparer:** Complete individual tax returns using tax software. Provide welcoming environment for both customers and fellow volunteers. Successfully pass the IRS volunteer certification test. Estimated training: dependent on volunteer's experience and specific responsibilities with a minimum of 10 hours to a maximum of 24 hours.

**Quality Reviewer:** Provide on-site review of completed tax returns to ensure accuracy and top quality service. Successfully pass the IRS volunteer certification test. Estimated training: dependent on volunteer's experience and specific responsibilities with a minimum of 10 hours to a maximum of 24 hours.

**Site Coordinator:** Organize and supervise tax clinic to provide top quality service and ensure IRS tax regulations are met. Estimated training: Successfully pass the IRS volunteer certification test. Estimated training: dependent on volunteer's experience and specific responsibilities with a minimum of 10 hours to a maximum of 24 hours.

**Interpreter:** Work with staff to interpret questions and instructions between the taxpayer and volunteer tax preparer. Special position needed to assist staff in translating marketing materials. Languages needed: Spanish, Hmong, Vietnamese, Russian, Somali, Oromo, Amharic, Eritrea and American Sign Language. Estimated training: dependent on prior experience and specific responsibilities.

**Computer Specialist:** Assist with electronic filing hardware/software training for volunteers. Provide technical (hardware/software) support to volunteer sites throughout the tax filing season. Volunteer commitment and training varies dependent on volunteer's specific responsibilities. **Volunteer commitment may begin immediately.**

**For more information on volunteer roles, or to sign up, please call Hands on Twin Cities at 612-379-4900.**