EMPLOYMENT OPPORTUNITY

Love to help others? Have a passion for numbers? The Volunteer Income Tax Assistance (VITA) program helps low-income families with simple tax preparation. The goals of the VITA Program are to provide free, high quality tax preparation services; to ensure that taxpayers receive all eligible credits, especially the Earned Income Tax Credit; to save high fees associated with commercial tax preparers; and to enhance the financial well-being of tax clients through offering matched savings accounts and residential utility assistance.

We have been serving our diverse community for 50 years, and if you're passionate about creating change within our community, one family at a time, we'd like to meet you.

Tax Program Assistant (Temporary, Full-time, Non-exempt)

Unit: Community Economic Development (CED) Services
Reports To: CEDS Coordinator
Posting Date: 11/12/2026
Salary: $24.00 – $27.00 hourly, DOE
Positions Available: 3

Summary: The Tax Program Assistant is responsible for implementing the Volunteer Income Tax Assistant (VITA) program at KYCC. The Tax Program Assistant is a direct service responsible for assisting the implementation of programs and services identified and developed by the Community Economic Development (CED) Services Coordinator. VITA provides free income tax preparation services to low-income individuals with simple tax needs. Training and certification are provided on an ongoing basis. The schedule for this position will vary and will require evening and Saturday availability. This role requires full-time in office work or at a designated work location.

This is a temporary position that will start December 2026 and end April 20th 2027.

Duties / Responsibilities:

- **Provide over-the-phone support:**
  - Manage large amounts of inbound calls and voicemails in a timely manner.
  - Build relationships with callers by taking the extra time to ask pertinent questions, screen them for program eligibility, and provide information on required documents for their tax appointment.
  - Identify callers' needs, clarify information, and schedule appropriate appointments.
  - Confirm appointments using Google Calendars, Gmail, and online other tools.
  - Work in collaboration with the entire tax team (VITA Site Manager, Assistants, Volunteers and other Intake Specialists) to ensure all clients are contacted and served and all tax questions are addressed.
- **Provide in-person assistance at designated tax sites:**
  - Directs taxpayers to the appropriate waiting area or explains the order of operations.
  - Ensure the taxpayer has brought all required documents to verify taxpayer identity and complete tax return.
  - Determine if the return is within the scope of returns we are allowed to do and determine which certified volunteer can prepare the return.
  - Support the VITA Site Manager and VITA Assistant Manager with setting up and taking down the tax clinic each day;
  - Provide volunteers with support and supervision at the VITA site.
  - Contact clients via phone for intakes, follow-up, and other appointments.
  - Be resourceful in identifying and facilitating resource linkages.
- **Attend relevant meetings and trainings.**
  - Participate in relevant professional development and training opportunities, such as the IRS VITA training and certification.
  - Attend and support events to engage and establish rapport with families, partners, and community stakeholders;
- **Other duties as assigned by the CED Services Coordinator and VITA Site Manager.**

Minimum Requirements / Qualifications (All applicants MUST meet the minimum qualifications):

- Minimum two years of experience in social services, case management, community organizing, sales, or customer service.
- Bilingual capacity (Spanish/English or Korean/English).
- Demonstrable knowledge and skill in customer service, establishing rapport, working as a team, public speaking, or organizational skills.
- Ability to organize and prepare documentation in a timely manner.
- Possess initiative, flexibility, and the ability to work under pressure and without direct supervision.
- Demonstrable working knowledge of the use and operation of personal computers, google calendar, search engines, and other web tools.
- Strong interpersonal, organizational, written and communication skills.
- Strong commitment to working with a multicultural community.
- Ability to work collaboratively with others and a willingness to participate fully in the team process;
- Proof of eligibility to work in the United States.
- Physical requirements: Seeing to inspect written documents; ability to communicate with KYCC staff, clients and public; sitting, standing and/or walking for extended periods of time; bending, kneeling and reaching to retrieve and replace files; and dexterity of hands and fingers to operate office equipment; and ability to lift up 20 lbs.

NOTE: The selected candidate will be required to complete a Livescan (fingerprint process) and/or background check and a TB test after a conditional offer of employment has been extended.

To apply, please submit a **cover letter and resume**.

SUBMIT AN APPLICATION