



Granite United Way

Granite United Way's Mission is to improve the quality of people's lives by bringing together the caring power of communities

POSITION DESCRIPTION

POSITION: Seasonal I&R Tax Specialist

FLSA: Non-Exempt

DEPARTMENT: 211 NH

STATUS: Full Time

REPORTS TO: 211 NH Senior Director of Call Center Operations

4 Positions Open: 2 positions work from 8-4 and 2 positions work 9-5 Monday thru Friday

Timeline: This is a seasonal position from January 4, 2022 thru April 15, 2022

INTRODUCTION:

Granite United Way's Vision is to be the preferred way people work together to build a community that values its collective responsibility to care for each other. All employees at Granite United Way are integral to our ability to achieve our mission. Performance of job duties outlined below, in a manner that enables us to follow through on our promises to the communities we serve is more than an expectation; it is a standard here at Granite United Way.

RESPONSIBILITIES: Answer incoming tax calls

Normal Hours for 211 NH are 8:00 AM to 7:00 PM Monday through Friday. Schedules are based on a 37.5 hour work week.

Extended hours, including nights and weekends are possible and should be expected from time to time.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Answer incoming client phone calls regarding Voluntary Income Tax Assistance (VITA) and AARP tax assistance programs

- Schedule Income Tax appointments for clients using scheduling software

OTHER DUTIES:

- Be available for emergency calls, when needed, both inside and outside of normal working hours
- Perform other related duties as assigned.
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EDUCATION, EXPERIENCE, AND SKILLS REQUIRED:

- Excellent communication skills, including the ability to respond to callers with patience, objectivity and a nonjudgmental demeanor. Fluency in Spanish or another second language is a plus.
- Computer literacy - access, retrieve, and input information from an automated database/client information system
- Ability to work under pressure in a fast paced environment.
- Ability to quickly discern the stage/degree to which callers are in crisis
- Demonstrated ability to problem-solve
- Knowledge of, or ability to learn community and statewide resources
- Ability to work well in a team, excellent interpersonal skills, and positive demeanor
- Ability to manage multiple priorities
- Ability to work a non-traditional schedule during times of disaster in support of 2-1-1 operations.
- Must be willing and able to meet AIRS certification standards, including preparing for and obtaining AIRS Certification for Information & Referral Specialists (CIRS), when eligible per AIR's standards.

ENVIRONMENT:

The venue of this position is a general office environment that is clean, well-lighted, and environmentally comfortable, free of fumes or airborne particles, and only minimally exposes employees to office solvents limited to those relative to copier equipment.

This position requires the ability to:

1. Minimal requirement to reach at or above shoulder level; occasional reaching below shoulder level required
2. Hand manipulation - equipment and controls, computers, keyboards and phone system.
3. Ability to hear callers
4. Ability to speak and read English

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. This document describes the position as it is currently available and is not a contract. Granite United Way retains the right to change modify the position description at any time.

5. Ability to work a flexible schedule, which may include nights and weekends
6. Ability to tolerate prolonged sitting and/or standing and to lift up to approximately 25 pounds to waist high level whenever necessary.
7. Mobility includes regular sitting, some standing and walking.

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