

JOB DESCRIPTION

Job Title:	VITA Hotline Representative	Status: (E/NE)	Volunteer
Department/Program:	MABC/VITA	Reports to:	Policy & Research Manager
Location:	North Ave	Travel Required:	No
Grade:	N/A	Position Type:	Volunteer
Management: (Yes/No)	No	HR Contact:	

Job Purpose: Receives incoming and makes outgoing calls regarding VITA

Essential Duties includes the following. Other duties may be assigned.

1. Demonstrate exceptional customer service through positive and effective communication with all clients, staff and community stakeholders.
2. Complete all tasks as assigned by the Tax Preparation Coordinator and Program Manager.
3. Communicate with clients via telephone regarding VITA program information.
4. Handle escalated calls in a professional manner.
5. Prepare various reports and information as needed.
6. Follow up with clients when inquiries are not immediately resolved.
7. Route phone calls to appropriate staff.

Skills/qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Must attend SDC’s free tax law-e-file training session and pass the advanced level certification of IRS Link & Learn Taxes. Hotline Representatives will need to complete a criminal background check and drug test in order to be approved to work within the program. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Experience/Education/Training/Certifications: High school diploma or equivalent. Two years of related experience in a customer service, responding to high volumes of incoming and outgoing phone calls, reviewing and protecting personal and confidential client information or equivalent related experience.

Physical Demands:

- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The phrases “occasionally,” “regularly,” and “frequently” correspond to the following definitions: “Occasionally” means up to 1/3 of working time, “regularly” means between 1/3 and 2/3 of working time, and “frequently” means 2/3 and more working time.
- While performing the duties and responsibilities of this position, the employee is occasionally required to stand and walk. The incumbent will regularly sit, and will frequently talk and listen and use hands to finger, handle or touch. Specific vision requirements for this position include close vision and the ability to adjust focus. During the performance of his/her duties, the incumbent will regularly lift up to 25 pounds and occasionally up to 50 pounds.

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Work Environment:

- The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- The employee works regularly in an office environment where the noise level is moderate.

Disclaimer:

The above statements are intended to describe the general nature and level of work being performed by volunteers for this position. They are not be construed as an exhaustive list of all responsibilities, duties, and skills required. **All volunteers are required to complete and submit with volunteer interest form a completed Background Information Disclosure form.**