



Hispanic Unity of Florida
Job Description

Job Title : **Greeter**
Reports To : VITA Site Coordinator
Classification : Non Exempt – Part Time position
(Schedules may vary - 10 to 35 hours per week January 2018 to April 2018)
Salary : \$11.33 per hour
Date Released : November 2017

Program Summary:

The goal of Hispanic Unity's VITA program is to provide a top quality, 100% *free* tax preparation service for low to moderate income families throughout Broward County. Paramount to this effort is that the program assists clients in identifying and accessing all eligible tax credits to maximize the refunds brought back to the community.

Program Goal:

The goal of the 2018 VITA program is to have 6,000 error free returns electronically filed and accepted by the IRS. VITA sites must maintain a rejection rate of less than 9% to ensure quality.

Greeter Performance Accountability:

The Greeter represents the first impression of the VITA program to the public. Their role is to welcome the VITA clients and set the standard for excellent customer service at the site. Their primary responsibility is to carefully review all client documents to ensure that the required information is in order before the volunteers start the tax preparation process. They must also distribute and collect all pre-service surveys from the clients for program data collection. The greeter will also safeguard the privacy and confidentiality of client information from the moment they sign in for service at the VITA site.

Performance Measures:

- Greet 100% of clients entering the site with courtesy and professionalism
- Review 100% of all documentation provided by the client to ensure that all required information is available to complete the tax return
- Explain the site's return preparation process to the taxpayer
- Distribute pre-service demographic surveys to 100% of clients at site
- Collect 100% of pre-service surveys distributed and check that all questions have been answered
- Support the Site Coordinator and the Quality reviewer with the setup and break down of the site
- Monitor site traffic to ensure sufficient time is allowed for all taxpayers to receive assistance
- Alert Site Coordinator of clients that require special accommodations for service
- Ensure the provision of an excellent, customer focused, cost effective tax preparation service where the majority of requests are dealt with at the first point of contact



- Provide support to Site Coordinator upon request
- All other duties as requested

Skills:

- Strong organizational skills
- Must be proficient in Microsoft Word and Excel
- Pride in performing tasks completely and accurately
- Precise and clear communication skills, ability to deal with volunteers, stakeholders, partners, and the public in a helpful and supportive manner to effectively troubleshoot and problem solve.

Qualifications:

- The ideal candidate will have at least a High school diploma or GED and 2 years of tax related experience; training or equivalent combination. Minimum requirement of IRS Certification at the Advanced level.
- Strong written and verbal communication skills; bilingual a plus. (English/Spanish, English/Creole, English/Portuguese)

Must have a valid driver's license and appropriate insurance or be able to secure a valid Florida driver's license/insurance at the time of employment for this position.

Hispanic Unity of Florida is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the employer will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

I have read my job description and clearly understand my responsibilities as Greeter.

Hispanic Unity of Florida, Inc.

Employee Signature _____ Date: _____

Employee Print Name _____

VITA Program Manager

Signature _____ Date: _____

“This job description is not an employment agreement or contract. Management reserves the right to amend this job description at any given time without prior notice”.

Updated: November 2017