



Tax Site Coordinator

ABOUT THE CUYAHOGA EITC COALITION

Through Cuyahoga EITC Coalition volunteers, low-income taxpayers receive free quality tax preparation, wealth building opportunities and other services in order to strengthen our neighborhoods' economies. With the help of 300 volunteers, 25 Site Coordinators, and 40 partner organizations, the Coalition is able to provide free tax preparation to over 10,000 residents each year.

OVERVIEW OF POSITION

Site Coordinators will help to recruit and supervise volunteers at their respective Volunteer Income Tax Assistance (VITA) site. Site Coordinators are responsible for troubleshooting minor technical issues with the TaxSlayer software, answering client and volunteer tax questions, attending mandatory site coordinator training, and all Site Coordinators must obtain Site Coordinator Certification as well as Advanced Level IRS Certification (training is provided through The Cuyahoga EITC Coalition). Site Coordinators will also be responsible for monthly and annual reporting and end-of-season debriefing with Cuyahoga EITC Coalition staff.

This position will be responsible for partnering with Northwest Neighborhoods CDC (NWN) for the **Gordon Square Arcade** (6516 Detroit Avenue). The position requires limited availability October 2026 - December of 2026 (approximately 30 hours for the 3 months) and flexible availability January 2027 - April 2027 (approximately 20- 25 hours/week).

KEY RESPONSIBILITIES:

- Arrive promptly to each shift to ensure that the tax site is open and ready.
- Assist with the recruitment and retention of volunteers.
- Supervise all volunteers.
- Ensure all volunteers have received their IRS certification and prepare returns only up to that level.
- Manage volunteers' schedules and assure volunteer coverage conforms to tax site schedule.
- Publicize free tax preparation.
- Provide expertise and assistance upon request or as needed by volunteers.
- Ensure that portable equipment is under the care of a volunteer and/or the site coordinator at all times.
- Ensure confidentiality of all sensitive information from clients and volunteers.
- Respond to client questions and resolve problems as they arise and in a timely manner.
- E-filing all tax returns within 24 hours of their completion.
- Ensures that Quality Reviews are being completed for all tax returns.
- Ensure that rejected returns are corrected and resubmitted within the allotted time.
- Work directly with IT department if software issues arise

- Performs all responsibilities that will ensure the safe and efficient operation of the VITAcenter.
- Follow all IRS and Coalition rules and requirements put forth to ensure taxpayer and volunteersatisfaction and safety.
- Create a positive experience for volunteers and clients seeking services from a VITA site.

Physical Demands

Ability to operate a computer and keyboard. May require reaching, standing, walking, fingering, grasping and feeling, and the ability to lift or move objects up to 20 pounds. May require vocal communication for expressing or exchanging ideas, hearing to perceive information at normal spoken word levels, visual acuity for color perception, preparing and analyzing written or computer data, determining the accuracy and thoroughness of work, and observing general surroundings and activities.

QUALIFICATIONS:

- Must be able to work limited hours October through December and flexible hours from January through April.
- Excellent organizational and leadership skills.
- Strong verbal communication skills.
- Good interpersonal skills and comfort with a wide range of people.
- Demonstrated computer skills to operate tax preparation software and other activities related to tax preparation and volunteer coordination.
- Ability to problem solve and resolve conflict.
- Ability to take initiative and work with minimal supervision.
- **Bilingual (English-Spanish) preferred**

EQUAL OPPORTUNITY

Northwest Neighborhoods CDC is an Equal Opportunity Employer.

NWN's Commitment to Equity and Inclusion

NWN is committed to creating an inclusive and equitable working environment and is proud to be an equal opportunity employer. Applicants will receive consideration for employment without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, disability, age, veteran status, or any other protected status. Women, BIPOC, and LGBTQ individuals are encouraged to apply.

This position description is not intended to be a complete list of all responsibilities, duties or skills required for the job and is subject to review and change at any time, with or without notice, in accordance with the needs of Northwest Neighborhoods CDC. Since no position description can detail all the duties and responsibilities that may be required from time to time in the performance of a job, duties and responsibilities that may be inherent in a job, reasonably required for its performance, or required due to the changing nature of the job shall also be considered part of the jobholder's responsibility.

COMPENSATION:

- **Part time, hourly position effective October 8, 2022 - April 30, 2023**
 - \$23/hour
 - Hours
 - **October 4, 2026**
 - One 8-hour Site Coordinator Retreat in October hosted by the Cuyahoga EITC Coalition
 - Approximately 30 hours October 4-December 31 focused on training + obtaining certifications as well as outreach + volunteer recruitment
 - **January 4, 2027- January 18, 2027**
 - focused on site preparation and volunteer outreach
 - **January 19, 2027-April 15, 2027**
 - Tuesdays and Thursdays, 3:30-9:00pm **at the Gordon Square location**
 - Approximately 10 -15 hours remote, focused on administrative tasks for the tax site
 - **April 16, 2027 - April 30, 2027**
 - Year End Wrap Up (hours TBD)

SEND RESUMES AND COVER LETTERS TO:

Please e-mail or mail cover letter and resume to:

Northwest Neighborhoods CDC Attn: Emily Bischoff
6516 Detroit Avenue, Suite 1, Cleveland, Ohio 44102
E-MAIL: ebischoff@nwneighborhoods.org
NO PHONE CALLS, PLEASE