



Title: Tax Time Coordinator

Job Type: Part Time, Seasonal, Up to 25 hours/week

Location: Burlington and Mebane, NC

Length of Employment: December 2024 - Mid April 2025

Compensation: \$18/hour

Reports to: Director of Mission Advancement

United Way of Alamance County's Tax Time program, a Volunteer Income Tax Assistance site with the IRS, provides free income tax preparation for single filers earning \$55,000 or less and joint filers earning \$75,000 or less. We are experiencing exponential growth with this program having filed 739 tax returns last year for residents of Alamance County.

This part-time position is responsible for overseeing and managing the day-to-day administrative operations of our Tax Time program including coordinating schedules, completing client intake forms, providing support to volunteers, and maintaining accurate records. Strong organizational skills, attention to detail, and the ability to multitask under pressure are essential for success in this role.

Key Functions

- Manage client scheduling, inquiries, and phone calls including returning voicemails in a timely manner
- Greet and check in clients, perform client intake process, coordinate client pick-up
- Ensure reception area and conference room are organized and clean
- Serve as contact for volunteers on a daily basis
- Assist with other tasks/errands as needed and as time allows

Qualifications

- Previous experience in nonprofit, tax, or administrative role preferred
- Strong organizational, communication, and customer service skills
- Manage multiple tasks under tight deadlines in a fast-paced work environment
- Able to follow through and deliver tasks and projects on time
- Proficient computer skills-MS Office, database experience, Google platform
- Ability to adapt to a changing work environment and to operate effectively with diverse groups and organizations
- Availability on Mondays, Wednesday, Fridays, and Saturdays
- Maintain confidential and sensitive information



- Basic knowledge of tax procedures is a plus
- Bilingual in English and Spanish is preferred
- NC Drivers license and reliable transportation

To apply please submit your resume and cover letter to Sally Gordon, Director of Mission Advancement, at sgordon@uwalamance.org.