

Job Description
United Way of Rutherford and Cannon Counties

Job Title: Volunteer Income Tax Assistance (VITA) Outreach Specialist
Reports to: VITA Project Coordinator
FLSA Status: Non-Exempt, Seasonal Part-time
Date Revised: October 2023

Hours: Seasonal: November 2023 through April 2024
10 to 15 hours a week, Flexible days

POSITION SUMMARY: The VITA Outreach Specialist supports the mission, goals, values, and philosophy of the United Way of Rutherford and Cannon Counties by exhibiting the following: commitment to excellence, efficiency and effectiveness, flexibility, communication, and accountability. As a member of the United Way of Rutherford and Cannon Counties' team, the individual's performance includes superior demonstration of the following professional attributes: strong attention to detail, a high level of quality, strong problem-solving skills, dependability and demonstrated priority and time management skills.

Duties and Responsibilities:

- Typing data directly and accurately into appropriate excel fields for volunteer tracking
- Ability to use multiple software programs; appointment scheduling/volunteer database
- Assist with Volunteer communications and community outreach marketing
- Provide support to Coordinator for trainings including setting up and wrapping up sessions

Additional Responsibilities:

- Primary duties and responsibilities are not all-inclusive, and employee will be asked to fulfill other duties as required.

SUPERVISORY RESPONSIBILITIES: None required of this position currently.

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, skills and/or abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Mission Statement

The United Way of Rutherford and Cannon Counties improves lives by advancing opportunities for education, health and financial stability for all.

Vision Statement

To be the primary community solutions leader for human services.

- **EDUCATION AND EXPERIENCE:** High school diploma; associate's degree, or bachelor degree in business, administration or related field not required but preferred. Preference will be given to individuals with prior experience handling data entry responsibilities or equivalent experience in a related field.

OTHER SKILLS:

- Accurate and precise attention to detail
- Proven history of proficiency in computer software
- Fast and accurate typist
- Strong interpersonal skills and problem-solving skills
- Strong written and verbal communication skills
- Excellent time management skills
- Understands data confidentiality principles and follows them
- Highly organized multitasker who works well in a fast-paced environment
- Willingness to learn with the possibility of returning as part of the United Way team each VITA season

WORK ENVIRONMENT: Position is an office setting that involves going to community workplaces with everyday risks or discomforts that require normal safety precautions.

*The above statements are intended to describe the general nature and level of work being performed by individuals in this position. They are not intended to be an exhaustive list of all duties, responsibilities, and skills of personnel so classified.

Employee

Date



Meagan Flippin, President and CEO



Date

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