

# Data Entry & Analyst Volunteer

[codeforamerica.org/taxvolunteers](https://codeforamerica.org/taxvolunteers)

## The Program

To close the tax benefit participation gap, Code for America is conducting a series of pilot studies to gain valuable insight into the barriers individuals with low or no income face when trying to access tax benefits. Pilots will range from testing different methodologies around collecting taxpayer information to discovering potential barriers around different expedited filing models to exploring techniques for supporting taxpayers using various do-it-yourself tax filing programs.

## Role

*Data Entry & Analyst* volunteers will assist in the deployment of our pilot programs by 1) analyzing taxpayer data to determine eligibility for the pilot; 2) gathering available taxpayer data to tailor each pilot to the target demographic; and 3) documenting results to understand outcomes and developing corresponding best practices and recommendations. Training will be provided to ensure each volunteer has a baseline understanding of applicable tax law, an IRS certification, and a strong grasp on the purpose of the assigned pilot.

Duties and responsibilities may expand based upon individual strengths and schedule availability.

## Requirements

- Complete 8 hours of tax orientation and training (virtual)
- Pass IRS ethics exams (training provided)
- Work closely with staff and volunteers
- Strong written communication skills
- Superb customer service skills
- Extensive experience using online software
- Excellent data entry and general computer skills
- Assist with complementary tasks as needed

**Bonus!** Do you have other skills that we should know about? Here are a few things we think are great:

- Experience working remotely
- Training on Diversity, Equity, and Inclusion (DEI)
- Bilingual