CODE for AMERICA

We're people-centered problem solvers showing that with the mindful use of technology government can work well for *everyone*.

Tax Benefits Screener Volunteer

codeforamerica.org/taxvolunteers

Program

To close the tax benefit participation gap, we partner with the IRS' Volunteer Income Tax Assistance (VITA) program to provide a virtual tax preparation option that is free, trustworthy, and easy to use. Our online tool, GetYourRefund, allows tax filers to answer simple questions about their situation, securely upload their tax documents, and get connected with a local VITA partner to file their return. Our Tax Benefits Screener volunteer role serves as the catalyst to make it all happen.

Role

Tax Benefits Screeners help remote clients complete their GetYourRefund application process, ensure clients have all necessary information and documentation, and help answer basic questions. This role does not require IRS tax preparation certification.

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)
- Experience conducting community research
- Bilingual