



# VOLUNTEERS NEEDED!

- The VITA program prepares free tax returns for low or limited income individuals and families.
- Volunteers receive **FREE** training in how to prepare a basic tax return.
- There are a variety of volunteer opportunities within the VITA program: tax preparers, greeters, site coordinators, instructors and interpreters.
- The tax preparation sites are located throughout the city of Phoenix with various dates and times of operation.
- Becoming a VITA volunteer provides **satisfaction** of helping others.

To volunteer, contact [sanida.starr@phoenix.gov](mailto:sanida.starr@phoenix.gov) or call 602-262-4948.

For more information about the program, please visit our website at [phoenix.gov/EITC](http://phoenix.gov/EITC).



**City of Phoenix**

For more information or a copy of this publication in an alternative format, contact 602-262-4520 voice.  
The City's TTY Relay phone number 7-1-1 may be used if needed.

# VOLUNTEER ROLES



## Greeter / Screener

- Greet taxpayers and sign them in
- Ensure taxpayers have all necessary documentation
- Monitor site traffic to ensure all taxpayers checking in receive timely assistance

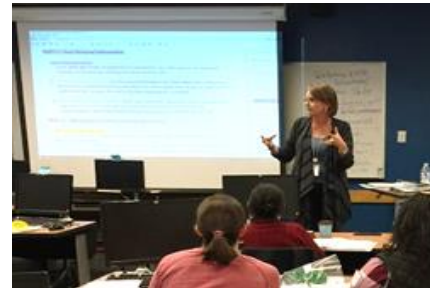


## Interpreter

- Work with the Site Coordinator and other volunteers at VITA site to assist with interpreting tax payer information
- Maintain confidentiality of taxpayer information

## Instructor

- Instruct tax law and tax preparation software
- Attend an instructor Train-the-Trainer class



## Site Coordinator

- Provide coordination, organization and supervision for VITA site
- Coordinate schedule for volunteers
- Compile reports and volunteer hours on monthly basis

## Tax Preparer / Do-it Yourself Tax Preparation Guide

- Prepare basic or advanced tax returns
- Interview taxpayer to ensure all income, allowable deductions and credits are claimed
- Assist taxpayers in completing their own taxes utilizing free VITA tax software



**All volunteers are expected to complete mandatory trainings before volunteering at a VITA site. We request volunteers serve a minimum of 4 hours a week.**

**Certified Public Accountants, Certified Financial Advisors and Enrolled Agents can receive Continuing Education (CE) Credits.**