



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 us at vita.taxprep@phoenix.gov or call **602-262-6666**.

For more information about the program, please visit our website at phoenix.gov/EITC.



City of Phoenix

The City's TTY Relay phone number 7-1-1 may be used if needed.

VOLUNTEER ROLES



Screener

- Screen taxpayers for VITA program over the phone
- Provide information about required documentation for VITA services
- Inform clients about the VITA Drop-Off process

Appointments Scheduler

- Schedule appointments for clients for VITA drop-off services
- Maintain appointment calendar



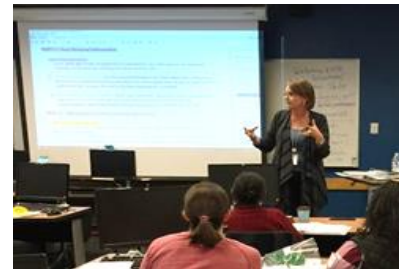
Interpreter

- Work with the Site Coordinator and other volunteers at VITA site to assist with interpreting taxpayer's 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.