POSITION DESCRIPTION

Position Title: Volunteer Tax Program Coordinator
Department: Volunteer Services
Position Status: Active
Employment Type: Part-time (15 hours per week)
Employment Term: August 2024 – April 2025

POSITION SUMMARY (Overview and Purpose)
The Volunteer Tax Program has two coordinators who work together to complete all the relevant work. The co-coordinators will be responsible for the management of volunteers, program development and the overall operation of the SU Volunteer Tax Program. The coordinators will work closely together, as well as with the Coordinator, Volunteer Services (CVS), and the Manager, Student Services (MSS) to ensure the SU Volunteer Tax Program runs smoothly and operates within the Students’ Union Volunteer Services (SUVS) structure.

COMMITMENT

Hours
The coordinators are expected to work the majority of the allocated 15 hours per week during regular office hours (8:30 AM – 4:30 PM). The coordinators will work fewer hours per week during the Fall semester but will be required to work additional budgeted hours for volunteer training, during the operational phase of the tax clinic which runs from February to April, along with participation in the volunteer recognition event held at the end of the winter term.

Training
The coordinators are required to attend all SUVS program coordinator training as dictated by the CVS, including a one-day volunteer management course and the annual Student Services Orientation, both held in the latter half of August. In addition, the coordinators will attend any training sessions specific to their position, as determined by the CVS.

KEY RESPONSIBILITIES
The coordinators will carry out all duties according to the SUVS General Guidelines and all policies and procedures specific to the SU Volunteer Tax Program.

Volunteer Management
- Recruit, train, supervise, and develop a team of volunteers.
- Schedule adequate volunteer coverage during Volunteer Services office hours including interviewing, scheduling, delegating and evaluation of volunteer performance.
- Evaluation of volunteer performance, including check-in meetings with all volunteers.
- Motivating and recognizing volunteers.

Program Administration
- Attend weekly meetings with the CVS.
- Produce program goals, action plans, event, and term-end reports by deadline.
- Ensure volunteer hours, program statistics, are accurately recorded and tracked.
- Develop and implement a sponsorship package for the SU Volunteer Tax Program; ensure that all sponsorship obligations are fulfilled during the run of the program.
- Update the SU Volunteer Tax Program policies and procedures in consultation with the CVS.
- Liaise with the CRA representative to ensure all guidelines for the community tax program are being met.

**Tax Office Operations**
- Liaise with the CVS regarding the SU Volunteer Tax Program budget.
- Coordinate the setup, take down, and operation of the tax clinic.
- Ensure all tax office forms, resources, and equipment are up-to-date and accounted for.

**Client Relations**
- Educate clients regarding resources available to them on and off campus.
- Model professional interactions when working with clients; ensure that emails to the SU Volunteer Tax Program account are responded to in a timely fashion.

**REQUIRED COMPETENCIES**
- Currently enrolled as an undergraduate student at the University of Calgary.
- Exceptional time management and multi-tasking skills to meet daily work deadlines, ongoing volunteer management, and emerging priorities.
- Intermediate to advanced computer skills using MS Office applications. Proficiency with operating standard office equipment (e.g., fax machines, printers, photocopiers, etc.).
- Well-developed written and verbal communication skills to ensure self and others have a clear understanding of plans, activities, issues, and other relevant information, and to ensure information is shared in an effective and collaborative manner.
- Superior interpersonal skills to interact positively and professionally with students and campus community members from diverse backgrounds.
- Ability to maintain composure under pressure.
- Excellent customer service skills to assist in determining customer needs and providing appropriate levels of assistance in a high energy and busy environment.
- Previous experience working with the campus community and/or the Canadian Tax system is an asset.

**BENEFITS**
- Gain experience working in a not-for-profit environment.
- Enhance your leadership skills and abilities.
- Gain project management skills.
- Enhance your group facilitation and communication skills.
- Increase and expand your knowledge of issues and services related to the Canadian tax system.
- Management of volunteers.
- Practicing conflict resolution skills and learning to work effectively as part of a larger team.

The successful candidate may be able to re-apply for this position, as long as they are enrolled in undergraduate studies.