

VITA Program Coordinator

Reports to : VITA Regional Program Manager
Location: Greenville, SC
FLSA Status: Exempt

ABOUT UNITED WAY OF GREENVILLE COUNTY

For over 100 years, we have united the community to help people live better, safer, and more successful lives. While our work has evolved to meet the challenges of the day, our vision remains the same: We believe everyone should have access to the tools and opportunities that empower them to achieve their full potential.

MISSION & VISION

Our mission is to mobilize people and resources to improve lives, strengthen the community, and advance equity for the benefit of all. Our vision is a Greenville County where all people have access to the opportunities to achieve their full potential.

STAR VALUES

Our focus on collaboration, internally and externally, connects our team and work to our community so we can achieve the balance and symmetry needed to consistently show up for all of Greenville County.

SUPPORT- We collaborate with our team, stakeholders and organizations to support our community and move our mission forward.

TRUST- With integrity and respect, we embrace transparency and build relationships with each other and the community to deliver on our promises.

ACT- Each day we show up to do our best work for our coworkers, our investors and our community by staying proactive, adaptable and innovative.

REFLECT- We reflect the change we wish to see within our communities by holding each other accountable to our mission, recognizing how our leadership today will impact the future of Greenville County.

WHERE WE SERVE

We serve people across the cities of Greenville, Greer, Fountain Inn, Simpsonville, Mauldin, and Travelers Rest. Our impact also extends to the following communities: Berea, City View, Dunegan, Five Forks, Gantt, Golden Grove, Judson, Parker, Piedmont, Sans Souci, Marietta, Taylors, Tigerville, Wade Hampton, Ware Place, and Welcome.

OUR STRATEGY


Poverty is persistent in Greenville County. We can't let it win—because everyone deserves a shot at a better life. Our donor base is changing. So much so. From Baby Boomers to Gen Z and beyond, we must adapt and evolve to remain relevant.


To flip the script and win for our community, United Way of Greenville County must inspire and activate donors to increase access and reduce barriers to higher earnings for low-income earning members of the community.


WHERE WE PLAY


Our strategy to reduce barriers to higher earnings starts with increasing access in four critical areas:



 Affordable Housing

 Post Secondary Education

 High-Quality, Affordable Childcare

 Transportation and Mobility

 **INVEST IN ONLY WHAT WORKS**

Nobody likes a bad investment. Data-driven decision-making ensures we're making smart choices.

 **TELL STORIES THAT CHANGE NARRATIVES AND INSPIRE**

Knowing is only half the battle. To unite the community behind real solutions, we tell stories that reframe common narratives about the causes of poverty and how to solve it.

 **FIGHT FOR POLICIES THAT HELP, NOT HURT**

It takes more than money to win for our community. We advocate at all levels of government for policies that help us beat back poverty.

POSITION SUMMARY

The VITA Program Coordinator is a member of United Way of Greenville County's Community Impact team and is responsible for administering the Volunteer Income Tax Assistance (VITA) program in Greenville County. The VITA Program Coordinator will oversee implementation of VITA services at partner sites during the season and operate year-round tax services at the Opportunity Center.

ESSENTIAL RESPONSIBILITIES

Volunteer and Client Engagement, Support, and Retention

- Serve as the main contact for clients and volunteers, responding promptly to inquiries.
- Develop initiatives to engage and retain volunteers, ensuring they feel valued and supported.
- Regularly communicate with volunteers to provide support, recognize achievements, and gather feedback.
- Create and manage recruitment strategies, including public presentations and events.
- Develop and deliver training sessions for volunteers and AmeriCorps members, including presentation materials.

Site Coordination, Staff & Shift Management

- Hire, train, and supervise seasonal site coordinators to ensure effective VITA service delivery.
- Plan and manage site and volunteer schedules, and coordinate events.
- Ensure appropriate staffing for each shift, being on-call when necessary.
- Oversee site setup and closure, managing inventory, supplies, and technology.
- Provide technical support to volunteers, AmeriCorps members, and clients.
- Troubleshoot minor technology issues at sites, including printer, network, and laptop malfunctions.
- Address routine site issues and refer complex problems to the appropriate staff.
- Coordinate the distribution, collection, and inventory of VITA supplies and equipment.

Operations & Compliance

- Update all software, records, reports, and Standard Operating Procedures (SOPs) as needed.
- Compile and distribute program reports and materials.
- Complete all IRS VITA certifications and assist with preparation, quality reviews, and site coordination as needed.

Program Design and Implementation

- Assists VITA program leadership to design and implement tax assistance models (e.g., virtual or drop-off services) using tools like GetYourRefund.

QUALIFICATIONS

- Bachelor's degree required.
- At least three years of professional experience required. Prior volunteer management experience is strongly preferred.
- Deliver excellent, proactive customer service to all partners at all times.
- Be clear, concise and compelling in written communication.
- Listen to understand and speak to be understood.
- Obsess over the details, but don't be a perfectionist.
- Strive for best-in-class.
- Challenge assumptions without being rude or disrespectful. Know when enough is enough.
- Be thoughtful and kind.
- Ability to pass a suitability check (a tax compliance check), and have a valid driver's license, reliable transportation, and cell phone.
- Ability to work non-standard work schedule (evenings & weekends) as needed during tax season.

INTERESTED CANDIDATES

Submit your resume and cover letter directly to talent@unitedwaygc.org with VITA Program Coordinator in the subject line. Qualified candidates that bring a diversity of thought, experience and background are encouraged to apply.

United Way of Greenville County offers competitive compensation based on prior experience and qualifications as well as comprehensive benefits in order to best support our people. Benefits we offer include: health, dental and vision insurance where United Way of Greenville County pays generously towards the cost of these benefits for employees and their families.

United Way of Greenville is an equal opportunity employer and value diversity. All employment is decided on the basis of qualifications, merit and business need.