



RICHARD DILLEY TAX CENTER VOLUNTEER GREETER POSITION DESCRIPTION

POSITION: Volunteer Income Tax Assistance (VITA) Site Greeter

PURPOSE: The VITA Site Greeter welcomes and supports taxpayers visiting the Richard Dilley Tax Center for tax services. The site provides free income tax preparation to low-income workers, seniors, and those with disabilities.

LOCATION: The Richard Dilley Tax Center is located at 2206 South Park Street (the far right entrance of the Villager Mall) on Madison’s South side.

RESPONSIBILITIES:

- Welcome participants to the VITA Site.
- Check to see that participants have the necessary paperwork such as photo ID, social security card, W-2s, 1099s, prior year’s returns.
- Give participants a tax information sheet and a demographic survey to fill out.
- Direct them where to go at each stage of the tax preparation process.
- Answer questions and help fill out tax information sheet.
- Assist elderly and disabled.

REPORTS TO: Volunteer Coordinator (Lara Miller)

LENGTH OF APPOINTMENT: The Greeter serves from January 29th through April 15th.

TIME COMMITMENT: We are asking for a weekly commitment of at least one 3.5-hour shift per week. Scheduling options include:

Mondays	Wednesdays	Saturdays
11:30 - 3:00pm	11:30 - 3:00pm	8:30-noon
2:30 - 6:00pm	2:30 - 6:00pm	11:30 am - 3:00pm

QUALIFICATIONS: Eligible candidates for the Greeter position should be 18 years of age and older, friendly, outgoing, flexible, and a good problem solver. The ability to respond to taxpayers in a supportive and empathic manner is critical. Candidates should also respect the confidential nature of the paperwork involved and be able to pass a criminal background check. **Volunteers bilingual in Spanish or Hmong especially needed.**

FOR MORE INFORMATION, CALL Lara at 608-224-3720
or email miller.lara@countyofdane.com
or register interest at [Tax Site Volunteer Interest Form](#)