



Job Title: VITA Program Coordinator
Reports to: Senior Director of Community Programs
Salary Range: Starting at \$40,000, compensation commensurate with experience

FLSA Status: Exempt
Core Hours: Monday-Friday; 8:00AM-5:00PM (with flexibility for weekends during tax season)
Revision Date: August 2025

ROLE OVERVIEW

The VITA Program Coordinator provides professional leadership and coordination for the Volunteer Income Tax Assistance (VITA) program across Spartanburg, Cherokee, and Union counties. This position ensures the successful planning, execution, and evaluation of all VITA operations, including volunteer recruitment, training, and site management. In addition, this role provides administrative support to United Way of the Piedmont's Community & Collective Impact leadership team, manages reporting across the tri-county footprint, and supports broader program and partnership efforts that promote financial stability and economic mobility. This role supports the mission of United Way by promoting financial stability and increasing access to free tax preparation services for low- to moderate-income individuals and families.

KEY RESPONSIBILITIES

Program & Site Management

- Oversee VITA site coordination and implementation, including opening and closing procedures, supply management, and compliance with IRS and UWP policies. (typically, January to June)
- Develop and maintain the annual calendar, volunteer schedules, site operations, and outreach events.
- Serve as the primary point of contact for real-time support and issue resolution during operational hours.
- Ensure full documentation and close-out procedures are completed for each tax season.

Volunteer Recruitment, Training & Support

- Lead volunteer recruitment, training, and retention, with an emphasis on recruiting a diverse, qualified pool.
- Complete and maintain IRS Advanced-Site Coordinator certification annually.
- Provide ongoing support and coaching to volunteers to ensure high-quality service delivery.

Marketing & Outreach

- Lead program promotion and marketing efforts, including participation in events and/or community presentations throughout the Tri-county footprint.
- Collaborate regularly with community partners, schools, and nonprofits to expand VITA program awareness and participation.

Compliance & Evaluation

- Maintain knowledge of general tax law to support volunteers and site coordinators.
- Ensure compliance with all IRS, grant, and United Way standards.
- Track program outcomes and generate reports for grants, leadership, and community stakeholders.
- Perform other duties as assigned by the Senior Director of Community Programs.

Administrative & Support

- **Outside of peak tax season, high-level administrative support** to the Executive and Senior Leadership Team within Community & Collective Impact, including meeting coordination, report preparation, and cross-departmental communication.
- Manage and prepare reports across the tri-county service area, including program tracking, meeting scheduling, and correspondence with staff and community partners.

SKILLS & QUALIFICATIONS

Qualifications

- Bachelor's degree in social services, nonprofit management, accounting, business, or related field preferred; equivalent work experience accepted.
- Minimum 2–3 years of program coordination or management experience, preferably in a nonprofit or human services environment.
- Demonstrated ability to work with volunteers, community partners, and executive leadership.
- Strong organizational and project management skills; detail-oriented and outcomes-focused.
- Proficient in Microsoft Office Suite; experience with CRM systems, data tracking, or grant reporting preferred.
- Excellent written and verbal communication skills; bilingual (English/Spanish) strongly preferred.
- You must hold a valid driver's license and have reliable transportation.

- Must be available to work extended hours during tax season (January–April), including evenings and weekends.
- Some local travel is required.

WHY JOIN US?

- Competitive benefits
 - Insurance: We offer medical, dental, and vision insurance. Employee-only dental and vision coverage, as well as supplemental life/AD&D insurance, short-term disability insurance, long-term disability insurance, and two employee assistance programs, are provided at no cost.
 - Retirement: 401k with 3% safe harbor contribution and up to 2% discretionary employer match.
 - Time away from work: 13 annual holidays, paid annual vacation time accrued based on tenure, paid annual sick leave, up to 4 weeks of paid family care leave and 4 additional weeks of unpaid family care leave.
 - Earned Wage Access: We partner with ZayZoon, an employee benefit that gives you instant access to your wages ahead of payday.
- Flexible work environment
- Supportive and caring team
- Opportunity to make a difference in our community

OUR COMMITMENT TO OPPORTUNITY FOR ALL

We believe that everyone deserves the opportunity to thrive. And that means everyone.

- We value the visible and invisible qualities that make you who you are.
- We welcome that every person brings a unique perspective and experience to advance our mission and strengthen health, youth opportunity, community resiliency, and financial security across our community.
- We believe that each United Way community member, donor, volunteer, advocate, and employee must have access to solving community problems.
- We strive to include practices promoting access and involvement of all community members at the center of our daily work.
- We commit to using these practices for our business and our communities.

PHYSICAL DEMANDS and WORK ENVIRONMENT

This role includes a variety of activities such as sitting, standing, talking, and using a computer or phone. Occasionally, tasks may involve reaching, bending, kneeling, or lifting and moving items up to 25 pounds. The work environment is typical of an office setting, with moderate noise

from phones, printers, keyboards, and visitors. It also involves working at a desk, computer terminal, or in conference rooms.

We are committed to creating a workplace where everyone feels included. If any of these tasks or conditions present challenges, we're happy to explore reasonable accommodations to support your success and comfort in this role.

The United Way of the Piedmont has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the employee's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate. This document does not represent an expressed or implied contract of employment nor does it alter your at-will employment, and the United Way of the Piedmont reserves the right to change this job description and/or assign tasks for the employee to perform, as the United Way of the Piedmont may deem appropriate.

HOW TO APPLY

We know that not everyone checks every box on a job description, and that's okay! If you're excited about this role and believe you could contribute to our team, we encourage you to apply. We value diverse skills, experiences, and perspectives, and we're committed to building a workplace where everyone feels they belong.

United Way of the Piedmont is an Equal Opportunity Employer and Employer of National Service, AmeriCorps, Peace Corps, and other National Service. Alumni are encouraged to apply.

To apply, please email your resume, cover letter, and salary requirements to hr@uwpiedmont.org.