



PROJECT SCOUT VOLUNTEER POSITIONS

VOLUNTEER GREETER/SCREENER: This person provides support to the Volunteer Tax Assistors who prepare taxes at the free tax sites. Tasks include: greeting all customers visiting the site to create a pleasant atmosphere; signing in customers needing assistance; assisting customers in filling out front side of interview and intake sheets; and helping to determine the type of assistance they need, whether our program can help them, and making sure they brought all the papers needed to do the return. (Our program cannot do certain forms- Some Schedule C's and E's)

VOLUNTEER TAX ASSISTOR: This is a trained and certified volunteer who prepares tax returns for the eligible taxpayers at the free tax assistance sites. Assistors interview clients and prepare returns based on the information provided by the customer. Basic tax training and certification will be provided. Classes are available on-line and in a classroom setting. The IRS provides the computer program for tax returns.

VOLUNTEER QUALITY REVIEWER: This is a trained and certified volunteer who provides on-site review of all tax returns completed by Volunteer Tax Assistors at the volunteer tax site to ensure every customer visiting the site receives top quality service and that the tax returns are error-free.

VOLUNTEER TRANSLATOR: This person provides free interpreter service to customers at free tax assistance sites (e.g. non-English speaking or hearing-impaired).

VOLUNTEER OFFICE ASSISTANT: This person greets people coming into the Watsonville office; answers the phone; explains program limits and documents needed to do returns; and directs to appropriate tax assistance sites.

For more information, please call Project SCOUT at 724-2606