



RICHARD DILLEY TAX CENTER VOLUNTEER GREETER POSITION

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 2238 South Park Street (the UW South Madison Partnership) on Madison's South side.

RESPONSIBILITIES:

- Welcome participants to the VITA Site.
- Check participants into their appointments.
- 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 (and potentially help them complete) an intake form.
- Assist elderly, disabled, and all participants requiring reasonable accommodations.

REPORTS TO: Site Coordinator (Casey Vetter)

LENGTH OF APPOINTMENT: The Greeter serves from the start of tax season through April 15th, with a brief training session in mid-January.

TIME COMMITMENT: We are asking for a weekly commitment of at least one 3-4.5-hour shift per week. Scheduling options include:

Mondays	Fridays	Saturdays
8:30am - 12:00pm	12:30pm - 5:00pm	8:30am - 12:00pm
12:00pm - 3:00pm		12:00pm - 3:00pm

Options for partial shifts are also available. Please complete our [interest form](#) or contact Clare Dahl at clare.dahl@wisc.edu if you are interested in volunteering.

QUALIFICATIONS: Eligible candidates for the Greeter position should be 18 years of age and older, friendly, outgoing, flexible, and a good problem solver. **You do NOT need to have any knowledge of taxes**, but 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, Visit

<https://dane.extension.wisc.edu/the-richard-dilley-tax-center/volunteering-with-richard-dilley-tax-center/>