Extension
UNIVERSITY OF WISCONSIN–MADISON
DANE COUNTY

Lyman F. Anderson Agriculture & Conservation Center
5201 Fen Oak Drive, Room 138, Madison, WI 53718
Phone (608) 224-3700
WI Relay 711
http://dane.extension.wisc.edu

LTE Educational Program Coordinator - Tax Assistance Site Program Coordinator

Office Location: 2238 S. Park St., Madison, WI (tax center) and 5201 Fen Oak Dr., Madison, WI (Extension office)

Hours: Some flexibility is possible, up to a total of 40 hours/week. Must be available December 2026 – April 2027 during normal business hours, and on Saturdays during the tax season. Tax season is January 29 to April 12.

Type of Appointment: This position is a limited term employment (LTE) position and includes an hourly wage of $30.88/hour for a maximum of 1200 hours/year. It does not include insurance, paid time off, or other benefits.

Purpose and Primary Focus of Position: The Tax Assistance Site Program Coordinator will be on-site during tax season to assist with outreach and operations at the Richard Dilley Tax Center / Volunteer Income Tax Assistance (VITA) tax prep site under the direction of the Financial & Life Span Educator.

Primary Duties/Essential Job Functions:

A. Coordinates Tax Site Operations - 60%
   1. Works closely with volunteer Site Captains and program partners on day to day operations of the tax site, including set up and take down as needed
   2. Organizes all outreach and promotion for the tax site
   3. Recruits, trains, and oversees volunteer greeters at the tax site
   4. Coordinates volunteer recognition activities

B. Assists Taxpayers - 30%
   1. Assists taxpayers with understanding, acquiring, and completing required forms
   2. Assists taxpayers with language and other accessibility needs
   3. Answers calls and oversee the scheduling system, with the help of the Tax Assistance Site Scheduler

C. Completes Reporting Requirements - 10%
   1. Collects participant and volunteer data in compliance with grant funding
   2. Summarizes participant and volunteer data for both funders and internal reporting

Required Qualifications:

- Any combination of education, training and experience equivalent to a bachelor's degree in one of these program areas: agriculture, horticulture, finances, nutrition, health, youth development, food systems, community & economic development, human development, education, social work, or natural resources
- Must possess a valid driver's license, or access to reliable personal transportation, or equivalent, allowing access to and from work sites
- Must be available evenings and weekends as needed for programs
- Excellent listening and empathetic customer service skills
- Proficient in Microsoft office, Google Workspace, and other computer programs
- Ability to organize and work productively with indirect supervision
- Work or volunteer experience with socially, economically and/or ethnically diverse populations
- Demonstrated ability to value individual and cultural differences
- Event or program planning experience, including outreach, scheduling, and coordinating with stakeholders

Preferred Qualifications:

- Experience working with individuals living with limited economic resources or disabilities, older adults, or English language learners
- Experience responding to unsatisfied customers in a high stress environment
- Knowledge of basic tax issues or experience as a volunteer or paid tax preparer
- Bilingual (Spanish/English or Hmong/English)

University of Wisconsin, U.S. Department of Agriculture and Wisconsin counties cooperating.
UW-Extension provides equal opportunities in employment and programming including Title IX and ADA.