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
Fax (608) 224-3727
WI Relay 711
http://dane.extension.wisc.edu

LTE Intern - Tax Assistance Site Scheduler

Office Location: 5201 Fen Oak Dr., Madison, WI (Extension office)

Hours: Some flexibility is possible, up to a total of 40 hours/week. Must be available mid-January to mid-April, Monday to Friday between 8:00 am – 4:30 pm.

Type of Appointment: This position is a limited term employment (LTE) position and includes an hourly wage of $22.71/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 Scheduler will answer the phone to schedule appointments for the public at the Richard Dilley Tax Center Volunteer Income Tax Assistance (VITA) tax preparation site, under the direction of the Financial & Life Span Educator.

Primary Duties/Essential Job Functions:

A. Schedules Appointments - 70%
   1. Answers calls and schedules appointments for the tax site via phone
   2. Informs callers and responds to questions about the tax site
   3. Makes calls to schedule, reschedule, cancel, or remind taxpayers about appointments as needed
   4. Suggests improvements to scheduling systems to maximize tax site function and taxpayer ease

B. Assists with Overall Tax Site Functions - 30%
   1. Assists the Tax Assistance Site Coordinator with functions at the tax site as needed
   2. Assists with participant data collection and summary for end of year reporting

Required Qualifications:

- Must possess a High School/General Education diploma or equivalent.
- Work or volunteer experience with socially, economically and/or ethnically diverse populations
- Demonstrated ability to value individual and cultural differences
- Must possess a valid driver's license, or access to reliable personal transportation, or equivalent, allowing access to and from work sites
- 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

Preferred Qualifications:

- Experience working with individuals living with limited economic resources or disabilities, older adults, or English language learners
- 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.