

PITTSBURGH COMMUNITY SERVICES INC.
POSITION DESCRIPTION

TITLE: Volunteer Income Tax Assistance (VITA) Site Coordinator

DEPARTMENT: Programs

REPORTS TO: Director of Development/Executive Director

CLASSIFICATION: Part-Time, Seasonal (September-April), 20 hours per week

PAY BASIS: Hourly, \$20-25 based on education and experience

DATE WRITTEN: July 2026

POSITION SUMMARY:

The VITA Site Coordinator manages the full tax site at PCSI in Pittsburgh (Oakland). The Coordinator will be in charge of setting up the new tax site, working with Free Tax Prep (FTP) Coalition oversight to establish regular reporting channels, recruiting and scheduling volunteers, and quality reviewing returns prepared by volunteers.

This role requires training and certification as a Site Coordinator (paid training provided). The role starts in September 2026 with Site Coordinator training and site preparation leading up to tax preparation which begins in January and runs through April 15th.

The pre-season hourly commitment is expected to be 10-15 hours per week, on a generally flexible schedule between working hours (M-F, 9am to 5pm).

This role requires a minimum of 2 afternoons and evenings per week during the tax preparation season, currently planned to be Mondays and Thursdays, with tax services provided from 2pm to 8pm both days. Other administrative hours are flexible and can be established through discussion with PCSI leadership. This position is in-person and not eligible for remote work.

RESPONSIBILITIES:

- Establish strong reporting and compliance to meet IRS and FTP guidelines
- Recruit and retain 20 volunteers to fully staff the PCSI tax site from January-April, 2027, including 12 preparers, and up to 4 reviewers and 4 greeters.
- Display high levels of integrity in accurately preparing and submitting tax returns
- Attending paid trainings to become a certified tax preparer and site coordinator before the end of 2026
- Ensure all taxpayers have required documentation and fit within the scope of available preparer certifications
- Assist taxpayers with gathering paperwork and providing missing documentation to ensure complete and accurate returns
- Quality-check all returns prepared by volunteer preparers, or oversight of volunteer quality reviewers if available
- Ensure tax returns are electronically transmitted to the IRS and resolve any transmission issues and rejected returns
- Schedule volunteers to ensure coverage for all shifts

- Answer preparer and taxpayer questions throughout a volunteer shift
- Handle customer concerns professionally, always treating taxpayers respectfully
- Coordinate start-up activities, including ensuring workspaces and computers are configured and working properly
- Treat all taxpayers, volunteers, and coworkers from a diverse set of backgrounds with dignity and respect

QUALIFICATIONS:

- High school diploma or equivalent required
- Associate's or Bachelor's in business, accounting, finance, social services, or related field preferred
- Computer fluency including ability to easily navigate websites, typing, use of Microsoft Office, and ability to learn tax preparation software, all independently
- Familiarity with IRS tax forms including Form 1040
- Familiarity with PA and local tax forms
- Must complete all trainings provided and pass IRS certifications to become a Site Coordinator before January 2027
- Excellent written and verbal communication skills, customer service experience preferred
- Strong attention to detail; ability to review numbers and data for 12 hours/week
- History of working with and supervising volunteers or employees strongly preferred
- Able to work independently and oversee program operations

ADDITIONAL REQUIREMENTS

- Must be able to attend offsite trainings and meetings at United Way of SWPA
- Must have reliable transportation to PCSI in Oakland
- Ability to work at a computer for extended periods of time
- Ability to lift up to 25 pounds occasionally
- Must pass PA Act 33/34 and FBI background clearances

To apply, please email a resume and cover letter to sarahc@pghcsi.org.