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**Community Income Tax Clinic – Admin Volunteer Opportunity**

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| Kiwassa Neighbourhood House is looking for admin volunteers to support our Community Income Tax Clinic Program during March – April 2019, in collaboration with Canada Revenue Agency (CRA). Kiwassa is looking for volunteers who have strong interpersonal and communication skills, and who are detail-oriented. Kiwassa offers great networking and learning opportunity for volunteers. Kiwassa will ensure volunteer recognition and provide reference letters and/or certificate of completion of the Tax Clinic to volunteers.  **Experience and qualifications:**   * Experience working with people from diverse backgrounds and familiarity with social service organizations * Excellent communication skills * Time management skills * Ability to problem solve and work independently * Good computer skills * Previous experience on reception and customer service is an asset * Knowledge of a second language will be an asset. * Clear criminal record check   **Main duties and responsibilities**   * Greet participants, staff, volunteers and members of the general public in a helpful, professional, welcoming and friendly manners * Schedule Income Tax Clinic appointments * Remind Income Tax Clinic participants and volunteers about their upcoming appointments though phone calls, text messages, and emails * Support volunteers and participants with registration, sign-in and sign-out process * Answer a multi-line telephone in a pleasant and professional manner * Transfer calls to the appropriate person or take clear messages with relevant information * Assist staff, clients and volunteers in faxing, copying and some typing and data entry * Work as part of the Front Desk team supporting in various roles as required * Attend a volunteer orientation session * Communicate with Kiwassa’ Volunteer Coordinator on ongoing basis during the Income Tax season  |  | | --- | |  | | **Time Commitment and Schedule**   * Minimum 4 hours per week during tax season, March & April, 2019 * The Community Volunteer Income Tax Clinic runs on weekdays during office hours 9:00am-5:00pm. It does not run during the evenings or on weekends |   **How to apply?**  If interested, please email Community and Volunteer Developer Vicky Li [vickyl@kiwassa.ca](mailto:vickyl@kiwassa.ca) your resume |
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