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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

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| **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
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**How to apply?** If interested, please email Community and Volunteer Developer Vicky Li vickyl@kiwassa.ca your resume |
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