



Tax Site Assistant

Volunteer Job Description

Lakes & Prairies Community Action Partnership, Inc. is providing tax assistance at no cost to low-income individuals and families. A Tax Site Assistant is responsible for assembling tax returns and explaining them to the client. The Tax Site Assistant works with other Lakes & Prairies volunteers and staff at our tax site located at the Family Service Center, 715 11th Street N in Moorhead, MN.

Responsibilities:

- Assemble tax returns
- Inform customers of dollar amount owed or to be refunded
- Advise customers where to sign, date, and mail return(s)
- Work cooperatively with other Lakes & Prairies volunteers and staff to assure the tax site runs smoothly and provides high quality service to customers
- Maintain strict confidentiality providing as much privacy as logistically possible
- Follow guidelines and procedures outlined in the Volunteer Training Manual

Requirements:

- Attend a training session in January
- Be able to volunteer once a week from mid-January through mid-April
- Be punctual and stay for the length of the time scheduled (approximately 4 hours)
- Complete all documentation required at tax site including attendance sheet
- Give a 24-hour cancellation notice when you will be absent from a scheduled shift

Qualifications:

- Enjoy working in a diverse ethnic, social, and economic environment
- Strong verbal communication skills
- Office equipment proficiency
- Excellent interpersonal skills
- Ability to work independently and as part of a team



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