



OPERATIONS MANAGER (FULL-TIME)

ABOUT ENTERPRISE COMMUNITY PARTNERS

For over 30 years, Enterprise's Ohio office has been a leader in providing opportunity to low-income people through affordable housing with pathways leading to economic mobility. Working in collaboration with government, nonprofit and financial partner, Enterprise Ohio has created over 15,000 affordable housing units; distributed \$36 million in grants and below-market rate loans; and invested over \$450 million in housing and new markets tax credit equity.

ABOUT THE CUYAHOGA EITC COALITION

The Cuyahoga EITC Coalition (Coalition) is an Enterprise-led initiative. Through volunteers, the Coalition provides free, high quality tax preparation and access to wealth building opportunities for low-income taxpayers that lift families out of poverty and strengthens our neighborhoods' economies. With time donated by more than 400 volunteers, 20 Site Coordinators, and 40 partner organizations, the Coalition provides free tax preparation to almost 14,000 residents each year.

POSITION SUMMARY:

The primary function of this position is to ensure all Site Coordinators are prepared and supported to serve more than 14,000 clients during the tax season. This includes scheduling and leading trainings, ensuring sites complete the necessary paperwork to become IRS/VITA compliant, provide technical support for the tax software, and assist the Program Officer oversee the administrative tasks required by Site Coordinators to adhere to all required VITA processes and procedures throughout the tax season. This position also tracks and collects data that is used to improve the quality, productivity and efficiency of the Coalition as well as for monthly, quarterly and annual reporting requirements. In addition, this position will serve as an advocate for the Coalition by raising awareness and promoting the benefits of the Earned Income Tax Credit (EITC) and connection to other financially based resources. This is a 1099-contracted position.

RESPONSIBILITIES:

- Produce production and other required reporting information for the Coalition and its partners.
- Schedule and lead Site Coordinator trainings and meetings
- Provide support to Site Coordinator during the tax season
- Provide excellent customer service to partners with a high degree of product and service knowledge.

- Configure Coalition software, MyTaxPrep Office.
- Improve Site Coordinators' ability to operate their site through coaching, training, and developing training materials and instructional videos.
- Ensure all VITA program Site Coordinators are IRS-certified to the appropriate level and aware of IRS Quality Site Requirements
- Maintain volunteer and partner relationships through phone and email communication and event attendance.
- Assist tax sites with registration of volunteers in VolunteerHub.
- Collaborate with Coordinators to determine volunteer needs.
- Maintain the strictest confidentiality and privacy of customer and agency information.
- Perform other relevant duties as assigned.

QUALIFICATIONS:

- Bachelors degree or equivalent experience
- Achieve VITA Ethics, Advanced, and Site Coordinator Certifications
- Ability to work a flexible schedule including some early mornings, evenings and weekends
- Excellent public speaking and presentation skills
- Outstanding interpersonal, written and oral communication skills
- Demonstrated problem-solving, time management and organizational skills
- Demonstrate technical proficiency with a variety of software programs, such as Constant Contact, volunteer management systems, Microsoft Office, and Google Suite
- Ability to work independently and be a self-starter
- Ability to work effectively with people from various cultures
- Ability to multi-task and work in a fast-paced environment
- Previous VITA experience preferred
- Tax Law knowledge preferred

SEND RESUMES TO:

Please e-mail cover letter and resume by September 30, 2019 at 5:00pm to:
E-MAIL: mcampbell@enterprisecommunity.org

NO PHONE CALLS, PLEASE

