



e4c Make Tax Time Pay Volunteer Appointment Scheduler

Supervisor: Site Coordinator

Program Description: e4c Make Tax Time Pay (MTTP) offer individuals and families with low incomes free tax preparation, information and applications on government benefits and subsidies, as well as financial resource information.

Time, Schedule, and Commitment:

- 4-6 hours a week during the months of March and April
- Schedule is extremely flexible but best to work about an hour a day

Location: Appointments can be scheduled either from home or e4c (Alex Taylor School)

Responsibilities:

- Take messages from individuals looking to get their taxes done
- Return phone calls to individuals within 48 hrs of receiving the call
- Screen callers for eligibility and ensures they have all required documentation
- Schedules an appointment for the individual/family and communicates where they will need to go, when, and what to bring
- Updates Site Coordinator with scheduled appointments prior to each tax clinic date

Skills, Abilities, and Knowledge Required:

- Must be able to work with socially and culturally diverse groups experiencing poverty in a welcoming and non-judgemental manner
- Comfortable talking to people on the phone and have a clear voice
- Capable of asking personal questions in a kind and professional manner
- Access to an email account

Screening Requirements:

- Complete a volunteer application (include references)
- Police Information Check with Vulnerable Sector Search
- Register as CVITP volunteer (Canadian Volunteer Income Tax Program)

Orientation/Training to be completed:

Appointment Schedulers will be provided with a 2 hour training session during the month of February that includes an orientation to e4c and our Make Tax Time Pay Program. They will be introduced to the Site Coordinators that they will be working with and provided with scripts and the tools required to complete their work.

**Benefits of the Position:**

- Volunteers gain valuable experience and insight working with socially and culturally diverse communities
- An opportunity to directly contribute to supporting the financial wellbeing of Edmonton's most vulnerable citizens
- Flexible hours that can fit almost any schedule
- Good fit for volunteers who prefer to work from home or have mobility limitations
- e4c can be used as a reference

Why this position is valuable and how it contributes to e4c:

- Directly contributes to the financial well-being of low income individuals and families by supporting them to get tax refunds, tax credits, and government benefits
- Increases e4c's public profile and relationships with other organizations