



Athens County Fast and Free  
Tax Assistance Center

## VITA Volunteer Position Descriptions

- Tax preparer:** Preparers greet, interview and assist our customers. Depending on the need of the taxpayer, preparers will create state and federal tax returns using our tax software. No tax experience is necessary. Must be extremely detail oriented and precise.  
*Training:* Online, self paced course (roughly 10 hours)  
Tax software class @ The Work Station (4 hours)  
Site training (1 hour)
- Phone screener:** Screeners use a “Screening Document” to assure that potential tax customers are eligible to take advantage of this service. If a customer is eligible, screener sets up an appointment for the taxpayer with our internal email system. Must have good customer service and general computer skills. No experience is necessary.  
*Training:* Documents and computer training (2 hours)
- Receptionist:** The front desk personnel are responsible for meeting and greeting volunteers and taxpayers. Front desk personnel pull files, make photocopies and reschedule appointments. Also, screens potential customers. Must be able to file, possess general computer skills and have good customer service. No experience is necessary.  
*Training:* Documents and computer training (2 hours)

**To volunteer, call Amy Smith  
at 740-797-2523 or 1-800-762-3775.**