

Sample article for organizations to use to reach customers (552 word count)

Post the following article on your websites and/or use in other communication vehicles for people to consider a rewarding volunteer experience.

Choose your tax volunteer role – a chance to touch many lives

Ever thought about volunteering to help people with their tax returns? With thousands of volunteer tax preparation sites nationwide, you can touch many lives as a tax volunteer. Helping in either the Volunteer Income Tax Assistance (VITA) or Tax Counseling for the Elderly (TCE) programs can be rewarding while serving a vital role in your local community.

The VITA and TCE programs offer free tax help to people with low-to-moderate income, senior citizens, persons with disability, those who have limited English proficiency and others who need assistance in preparing their own tax returns. In the majority of the free tax help sites, taxpayers can get one-on-one help from IRS-certified volunteers who prepare their taxes for them. Other sites offer the self-prepare option for people to do their own taxes for free using web-based tax preparation software. And, some sites offer both options. Volunteers are needed in all these sites during the tax filing season.

Don't know that much about taxes? Don't worry — you'll get specialized training or you can choose a volunteer role that doesn't require tax law certification. The hours are flexible, the training is free and the time commitment is up to you.

Below are some of the volunteer roles needed at free tax preparation sites:

Greeter/Screeners – You greet everyone visiting the site to create a pleasant atmosphere. You screen taxpayers to determine the type of assistance they need and confirm they have the necessary documents to complete their tax returns. Tax law certification is not required for this position.

Interpreter – You provide free language interpreter services to customers who are not fluent in English. Basic tax knowledge is helpful, but it is not required for this position.

Site Administrator/Coordinator – You have excellent organizational and leadership skills. You are the primary resource for sharing your knowledge of the program and are available to assist with any issues that may arise. You develop and maintain schedules for all volunteers to ensure adequate coverage, supplies and equipment at your site. Tax law certification is not always required for this position.

Tax Preparer – You complete and successfully certify in tax law training, including the use of electronic filing software, to provide free tax return preparation for eligible taxpayers.

Quality Reviewer – You review tax returns completed by volunteer tax preparers, ensuring that every taxpayer receives top quality service and that the tax returns are error-free. You must be tax law certified at least at the Intermediate level.

Computer Specialist or troubleshooter– You have a working knowledge of personal computers, software and communications systems. Tax law certification is not required for this position. If working at a self-prepare site you must become familiar with the various tax

software option(s) available at your site. Although you may have less taxpayer interaction than most volunteers, you must be patient with those individuals who may not be as computer literate.

Tax Coach – You provide tax law assistance and guide taxpayers in preparing their own tax returns. Tax law certification is required for this volunteer role and training is available on-line or through face-to-face instruction.

So, if you're comfortable with technology, enjoy helping your community, need experience for your resume, or just like to have fun and have the time to volunteer, visit <http://www.irs.gov/Individuals/Volunteer-in-Your-Community>, complete and submit [Form 14310](#) using the submit by email button on top of the form. Someone will contact you to help you get started!

NOTE TO EDITOR: Below are links to helpful information to help you promote our volunteer efforts:

On Twitter? Send these Tweets to your customers:

[#IRS Seeking #Volunteers to Help Low-Income Families with #Free Income #Tax Return Preparation](#)
<http://go.usa.gov/aDx> [#VITA](#) [#taxes](#)