



Volunteer Tax Preparer

Community Tax Centers provide free income tax preparation services to Austin's low-income families. By helping people claim all of the tax credits for which they are eligible, volunteers can give their neighbors a chance to build a financial future. In 2019, the Community Tax Centers will prepare **20,000 tax returns** and bring over **\$35 million** into the pockets of those who need it most in our community. To do this, we need more than **600 volunteers!**

Volunteer Tax Preparer Responsibilities:

- Complete required training and IRS Volunteer Tax Preparer certification test (support sessions available)
- Manage volunteer schedule using online scheduling tool
- Work directly with families who need help preparing tax returns
- Prepare tax returns by entering data into TaxSlayer software
- Explain the tax return to the client and answer questions
- Protect client privacy and confidentiality
- Provide excellent customer service

Volunteer Training:

All new volunteers, regardless of prior experience, attend 8 hours of in-person Basic Tax Preparation training, with classes starting in December. Training will cover the basics of tax law, scope restrictions, and TaxSlayer software we use at the Community Tax Centers. At the end of training, you will be familiar with a basic tax return, know how to determine filing status and appropriate deductions/credits, and know how to enter all relevant information into the tax software to create a tax return.

Volunteers Should Be Comfortable:

- Using Windows-based software
- Working with a team and with people from all walks of life
- Volunteering in a fast-paced environment

Volunteer Benefits:

- Free training on tax law and tax return preparation
- Convenient tax center locations that offer daytime, evening, and weekend shifts
- Flexibility to set own schedule and choose volunteer site(s)
- Hands-on experience
- Recognition events, awards, and additional perks at increasing service levels
- CPE credit for CPAs, EAs, and other tax professionals (contact coordinator for requirements)

Volunteer Commitment:

We ask volunteers to serve an average of 3 hours per week during the tax season, January 21 to April 15, 2019. Volunteers who serve a minimum of 10 hours will be asked to continue serving in the off-season through our smaller year-round program but have no obligation to do so.

For more information or to sign up, please visit our website at www.communitytaxcenters.org or contact:

Gwen Moore, Community Tax Centers Volunteer Coordinator

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