



Volunteer Translator (Spanish/English)

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!**

About one-third of our clients speak Spanish as their primary language. We need bilingual volunteers to help clients and our Volunteer Tax Preparers communicate effectively. Volunteer Translators help ensure that taxpayers understand their tax return and their tax obligations.

Volunteer Translator Responsibilities:

- Complete required online training and IRS certification (support sessions available)
- Work with staff and volunteer team to identify clients who need Spanish interpretation
- Explain procedures and forms to clients
- Accurately interpret questions and answers between clients and volunteers or staff
- Supporting staff with other tasks when interpreting services are not needed
- Protect client privacy and confidentiality
- Provide excellent customer service

Volunteer Training:

Volunteer Translators must complete online training provided by the Community Tax Centers and complete IRS certifications on "Volunteer Standards of Conduct." Volunteers are encouraged to additionally complete Volunteer Client Liaison training and certification. When interpreting services are not needed, staff may utilize qualified volunteers at intake. Training and certification is at your own pace and usually takes less than two hours.

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
- Translating in-depth financial information for native Spanish speakers

Volunteer Benefits:

- 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

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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