



Hampton Roads Community Action Program

2410 Wickham Avenue
P.O. Box 37
Newport News, VA 23607

POSITION ANNOUNCEMENT

Position: Tax Program Monitor

Location: Newport News, VA

Component: Strategic Initiatives

Supervisor: Director of Planning

Purpose of Position: To ensure the smooth operation and success of the free tax return preparation program and other initiatives that improves the economic stability of citizens.

Qualifications: Prior experience with VITA a plus. Experience with US tax law. Expertise handling computer databases, including knowledge of software and hardware. Experience as a tax preparer. Must possess and maintain a valid Virginia driver's license. Criminal record check.

Duties: Continuous monitoring of sites, including on-site presence when open. Ensure compliance of policies and procedures with all applicable regulatory requirements as it relates to program operation. Trouble-shooting as needed. Assists in the collection of data and quality improvement information. Create and distribute marketing material that supports activities in the community as well as financial literacy. Conducting and analyzing customer satisfaction surveys. Coordination of site security requirements. Coordination and supervision of volunteers. Interaction with the community to develop community involvement, program support, and awareness of services offered by HRCAP. Strong interpersonal skills; ability to be flexible, and responsive. Willingness to work in hectic, changing environment. Requires traveling to the Southside. Other duties as assigned.

Salary: \$35,525 with Benefits. Forty (40) hours per week.

Application: Qualified individuals should apply at 2410 Wickham Avenue, Newport News, VA 23607. Office hours are 8:00a.m. - 5:00p.m. Monday through Friday. You can visit:

<https://hrcapinc.org/about/employment/> to complete an application or mail it to P.O. Box 37, Newport News, VA 23607. You can also email your application and resume to hrcapresume@hrcapinc.org

Closing Date: Applications accepted until position is filled.