

**The CASH Campaign of Maryland
Tax Operations Associate**

Position Description

ORGANIZATIONAL OVERVIEW

The CASH Campaign of Maryland provides direct services and advocates for policies that increase the financial security of low to moderate-income individuals and families in Baltimore City and across Maryland. In collaboration with a broad set of partners and volunteers, The CASH Campaign provides a range of high impact programs that help people build financial security, reduce poverty and return millions of dollars back to low income people and communities. These programs reach over 20,000 households annually and include free tax preparation, financial coaching, financial education, and public benefits assistance. The CASH Campaign works to build a network of organizations and practitioners dedicated to promoting financial security and economic mobility for low income people in Maryland and across the region. This is accomplished by hosting convenings, providing technical assistance, and supporting the growth of other coalitions.

POSITION DESCRIPTION

The Tax Operations Associate is responsible for the successful implementation of tax programs operated by the CASH Campaign of Maryland. To accomplish this the Tax Operations Associate assists with the logistics of CASH's tax sites, manages the recruitment, training and management of over 250 Tax Volunteers, leads the internship programs with four (4) universities, and coordinates 40 tax trainings for temporary tax staff and volunteers. This position reports to the Director of Tax Operations but is part of the larger tax team.

PRINCIPAL JOB DUTIES AND RESPONSIBILITIES

Tax Volunteer Recruitment

25%

- Design and implement an annual volunteer recruitment and engagement strategy which includes outreach to community organizations and various constituents.
- Recruit tax volunteers by promoting the opportunity through earned and paid marketing channels like social media, direct mail, phone and print.

Tax Volunteer Management, Training and Retention

35%

- Match trained volunteers with appropriate tax sites to ensure sites have adequate coverage on a weekly basis throughout tax season.
- Use an online volunteer database to track volunteer hours and tax certifications.
- Provide staff with periodic data reports on volunteer engagement and satisfaction
- Work with anchor institutions such as universities, employers, and faith based groups to build a pipeline of tax volunteers.
- Deliver training curriculum where needed.
- Plan and implement logistics for tax training events of up to 150 participants.

- Coordinate the CASH internship program to support tax preparation, student development, and asset development at tax sites.
- Lead volunteer retention and recognition programs and events.

Tax Site Support

25%

- Provide tax site support as needed including, quality review, volunteer management, and tax preparation.
- Support the coordination of logistics and set up for tax sites operated by CASH.

Administrative

15%

- Conduct evaluations of volunteer satisfaction and volunteer impact and provide reports and recommendations.
- Represent the CASH Campaign in the greater community by participating in coalitions and working groups.
- Assist with community outreach including social media, distribution of materials to partners and representing CASH at various meetings and events.
- Maintain knowledge of industry trends and best practices.
- Attend and participate in required internal and external meetings and professional development opportunities.
- Perform other duties as assigned.

SKILLS AND QUALIFICATIONS

Bachelor's degree preferred with three years' experience in a tax or accounting related field. Experience with non-profit or similar organization is desirable. Demonstrated success managing and leading projects involving volunteers.

- Ability to take the IRS Site Manager training then pass the VITA/TCE Volunteer Exam at the advanced level (IRS Publication 6744).
- Demonstrated ability to work within a coalition, with diverse organizations and people.
- Excellent written and oral communications, training experience a plus.
- Ability to meet deadlines and juggle multiple tasks.
- Must be able to motivate and manage volunteers.
- Proficiency in Word, Excel, and PowerPoint.
- Experience with social media a plus.

Compensation

This is an initial one year contract full-time position pending funding for subsequent years. Salary range is \$35,000 - \$40,000 commensurate with experience and includes a generous health and retirement benefits package. To apply please send resume and cover letter to admin@baltimorecash.org. An Equal Opportunity Employer. No phone calls please.