



United Way of Lancaster PA is looking for a Tax Assistant for our VITA program for tax season. This position is seasonal for tax season from 10/2/2026 through 5/28/2026 working 25 hours a week.

Job Responsibilities include:

- Assist with administrative duties, including email correspondence, answering phones, and managing the database
- Provide general administrative support to Director of VITA and Site Coordinators
- Provide customer service, answering inquiries about program services, eligibility, and required documents
- Assist with tax appointment scheduling and maintaining appointment calendar
- Support volunteer management, including tracking participation, coordinating with the Site Coordinators and distributing materials
- Assist with compiling daily and weekly program statistics
- Maintain accurate records for program reporting and grant requirements
- Collect, organize, and securely handle client documents and other sensitive materials in accordance with IRS guidelines
- Collaborate in the overall management of the scheduling platform
- Opening and closing sites which will consist of moving equipment, marketing material placement, technology setup, and gathering VITA property upon end of the tax season

Qualifications

- High school diploma or GED equivalent required
- Must complete VITA IRS tax certification, prep and study materials provided
- Familiarity with various office equipment, Microsoft office 365, accounting/tax software platforms such as QuickBooks, Sage, Xero or similar tools; experience with financial software is a plus
- Previous tax experience a plus
- Excellent customer service skills required
- Valid Driver's License is required
- Reliable vehicle is required
- Ability to lift and move up to 50 lbs.

This position is seasonal for tax season from 10/2/2026 through 5/28/2026 working 25 hours a week. Rate of pay is \$23.00/hr.

Please send your resume and cover letter to btice@uwlanc.org with the position title included in the subject line.

United Way of Lancaster County is an Equal Opportunity Employer committed to building an inclusive workplace. All qualified applicants will receive consideration for employment without regard to sex, race, color, age, national origin, religion, sexual orientation, gender identity, protected veteran status, disability, or other protected status.

All employment is at-will.