



United Way of Lancaster PA is looking for a Tax Appointment Scheduler for our VITA program for tax season. This position is temporary for tax season 40 hours a week for 16 weeks starting January 2nd.

Job Responsibilities include:

- Answer phone calls regarding our VITA tax program
- Manage online scheduling system
- Create, update, and maintain daily, weekly, and seasonal schedules for VITA
- Analyze call patterns, volumes, and trends to predict staffing needs and adjust schedules accordingly
- Work with VITA tax manager and site coordinators to ensure appointment schedules are up to date.
- Maximize schedule to ensure productivity
- Collaborate with VITA Manager and Tax Assistants regarding availability, time-off and hours of operation
- Maintain records of schedule changes

Qualifications:

- High school diploma or GED equivalent required
- 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
- Excellent customer service skills required
- Valid Driver's License is required
- Bi-lingual a preferred
- Ability to lift and move up to 50 lbs.

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.