



Title: Tax Time Administrator

Job Type: Part Time, Seasonal, Up to 24 hours week

Location: Burlington, NC

Length of Employment: January 2026 - Mid April 2026

Compensation: \$22/hour

Reports to: Finance and Operations Manager

United Way of Alamance County's Tax Time program, a Volunteer Income Tax Assistance site with the IRS, provides free income tax preparation for single filers earning \$55,000 or less and joint filers earning \$75,000 or less. We are experiencing exponential growth with this program having filed 831 tax returns last year for residents of Alamance County.

This part-time position is responsible for overseeing and managing the day-to-day support of our Tax Time program including coordinating schedules, completing client intake forms, providing support to volunteers, and maintaining accurate records. Strong organizational skills, attention to detail, and the ability to multitask under pressure are essential for success in this role.

Key Functions:

- Manage client scheduling, inquiries, and assist in phone calls including returning voicemails in a timely manner.
- Greet clients and perform client intake process, perform client document pick-up.
- Ensure a welcoming and comfortable confidential environment for clients.
- Serve as contact and liaison for volunteers on a daily basis.
- Assist with other tasks/errands as needed and as time allows.

Qualifications:

- Previous experience in nonprofit, tax, or administrative roles preferred.
- Strong organizational, communication, and customer service skills.
- Manage multiple tasks under tight deadlines in a fast-paced work environment.
- Able to follow through and deliver tasks and projects on time.
- Proficient computer skills-MS Office, database experience, Google platform.
- Ability to adapt to a changing work environment and to operate effectively with diverse groups and organizations.
- Maintain confidential and sensitive information.
- Availability on the same three days a week.
- Basic knowledge of tax procedures is a plus.
- Bilingual in English and Spanish is preferred.
- NC Drivers license and reliable transportation.

To apply please submit your resume to Kasey Coffey, Finance and Operations Manager, at kcoffey@uwalamance.org.