

JOB DESCRIPTION

- Position:** VITA Client Appointment Scheduler
- Reports to:** VITA Program Manager
- Job Category:** Hourly, Temporary/Seasonal (approximately 400 hours between January 21st – April 12th) 6 hours a day 5 days a week
- Purpose:** To handle phone calls, scheduling and appointment reminders for approximately 2,000 tax appointments

Minimum Job Requirements:

To qualify for this position, an individual must meet the following minimum job requirements:

- High School Diploma or equivalent;
- At least 2 years experience in customer service or similar field;
- Excellent oral and written communication skills;
- Effective organizational and interpersonal skills;
- Ability to multi-task and work at a fast pace;
- Knowledge of Microsoft Office, including Outlook, Word, and Excel;
- Ability to use and understand a web-based scheduling system;
- Basic organizational skills;
- Valid drivers license and access to transportation throughout the workday; and
- Ability to read, write, understand, and speak English fluently.

Job Responsibilities:

The VITA Client Appointment Scheduler will be responsible for responding to all calls or voice mails left in attempt to schedule tax appointments. Calls should be returned in a timely fashion and every effort should be made to respond to and fulfill all requests for appointments. These responsibilities include, but are not limited to:

- Maintenance of VITA client schedule – scheduling clients and ensuring appointment reminders are mailed promptly.
- Other responsibilities as assigned by VITA Program Manager and Senior Director of Community Investment.

Please mail resume to: UW Piedmont, PO Box 5624, Spartanburg, SC 29304 ATTN: Dana Bertolino
Or email resume to dbertolino@uwpiedmont.org
No phone calls please.