



HEALTH / FINANCES / CONNECTING / GIVING / ENJOYING

AARP NH Tax-Aide Administrative Support **Volunteer Position Description**

Purpose of Volunteer Position

The AARP NH Tax-Aide Administrative Support position is critical in assisting our trained tax preparers in taking appointments over the phone and assisting those that walk into our Information Center in Concord. **Tax-Aide is a free tax preparation service and is operated from the Concord Information Center from February – April. The Center hours are currently Monday – Friday from 9:00 am – 3:00 pm; however during tax season the office hours are extended until 7:00 pm.** This is a wonderful position for someone who is interested in working in an office environment and enjoys working with the public. **Activities include answering phones, scheduling appointments, distributing materials, mailings, and assisting walk in customers with their requests. Days and hours volunteering are flexible, but looking for someone who can serve up to two days a week for 6-8 hours.**

Responsibilities of Volunteer Position

1. Assist Tax Aide Volunteers and work with AARP New Hampshire State Office staff and Information Center Coordinator as needed.
2. To process administrative tasks as necessary
 - a. Tracking simple reporting information (number of calls, visitors, etc)
 - b. Mailings
 - c. Scheduling Tax Aide Appointments for the various locations and communicating with those locations on a weekly basis to notify them of their work load.
3. To provide information and referral assistance to phone callers, email and customers in a friendly and polite way.
4. Is an ambassador for AARP to the public, private, voluntary and informal sectors.
5. This is a support role and not a supervisory role. The Information Center Coordinator or NHSO staff will serve as your point of contact.

Qualifications for Volunteer Position

1. Strong communication skills and a strong understanding of customer service / relations techniques.
2. Problem solving skills helpful, but a willingness to learn about existing and new AARP initiatives.
3. Commitment to the vision, mission, positions and goals of AARP NH Tax Aide Program.
4. Ability to *work well with diverse populations* and in a *non-partisan* fashion.

Other Information Pertinent to Volunteer Position

1. Term/length of service: Tax Season Time (up to 5 months).
2. Time required: as needed; able to volunteer up to 6-8 hours weekly very helpful, but can be flexible.
3. Training required:
 - a. Position-specific and other training as necessary.
4. Appointed by: State Coordinator for Community Outreach with concurrence of the State Director.
5. Supervisor: State Coordinator for Community Outreach.
6. Progress review: volunteer job performance is monitored on an ongoing basis and reviewed annually by the staff in the state office and other volunteer leaders as appropriate.
7. Reimbursement of expenses: travel, subsistence and other necessary incidental expenses incurred while fulfilling volunteer responsibilities. Expense statements for Exhibit Volunteers are approved by the state office for reimbursement.
8. AARP New Hampshire staff will support quarterly luncheon meetings for your volunteer team, and recognition dinners will be held in your region annually.

**Interested Parties should contact:
Deborah Sprague at dsprague@aarp.org or call 603-621-1011.**

It is the policy of the Association that all AARP volunteers will receive equal opportunity and treatment throughout recruitment, appointment, training, and service. There will be no discrimination based on age, disabilities, gender, race, national or ethnic origin, religion, economic status, or sexual orientation. (12/08)