

Saint Paul Public Library AARP Free Tax Preparation Volunteer Greeter

Summary: From January through mid-April, selected Library agencies host AARP tax preparers who assist participants in preparing their tax forms. Volunteers welcome and register participants for the program.

Duties:

January:

- Attend two formal AARP compliance trainings.

February through mid-April:

- Greet participants as they arrive.
- Direct participants to form a queue if they are there for tax preparation. Politely direct participants to remain in line.
- Verify participants' documents and ID before they enter the tax preparation room. Ensure participants have all necessary materials and documentation to have their taxes done. Politely direct participants who do not have their required documents and identification to return with all necessary materials at another time.

Qualifications:

- Patience dealing with individuals and crowds in a stressful situation
- Strong social and communication skills.
- Comfort communicating and enforcing program policies and procedures.
- Ability to read and understand official documents in English
- Close attention to detail

Commitment:

Attend all required trainings (see below)

One or two 3-4 hour tax preparation sessions per week during tax preparation season.

Training/Supervision:

Attend two January trainings mandated by AARP at designated sites.

Comply with all AARP training policies and procedures for the tax program.

Site coordinator will provide on-site training and supervision.

Wendy Neurer, Library Volunteer Coordinator, is available to answer questions and discuss any concerns at 651.266.7420 or wendy.neurer@ci.stpaul.mn.us