

Position Description: AARP Tax-Aide Call Center Volunteer

Overview: In an effort to help our community evolve, adapt, and thrive, the La Crosse Public Library is pleased to partner with AARP and RSVP as we work together to prepare free federal and state tax returns for middle and low income taxpayers with special attention given to people 60 and older.

Call center volunteers will be the first point of contact with community members and will assist them by scheduling their tax appointment and preparing them on what to bring to their appointment.

Responsibilities:

1. Answer phones for the AARP Tax-Aide Call Center
2. Schedule tax appointments
3. Maintain contact with Volunteer Coordinator to refer questions / special needs to AARP staff.

Qualifications:

1. Basic computer and customer service skills
2. A desire to speak with community members
3. Ability to sit for 2-3 hour shifts

Training:

1. An orientation will be held on January 9th at 11am to review the appointment scheduling software and telephone procedures.
2. Those unable to attend the orientation may make an appointment with the Volunteer Coordinator to schedule an individual training prior to their first shift.

Time Commitment: Volunteers are needed Monday – Friday from 9am to 4pm, January 16 – April 14. Volunteer shifts are 2-3 hours each week and run from: 9-11; 11-1; 1-4.

Reports to: Volunteer Coordinator and Reference Librarian