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| **What will I do?**The Greeter is the first point of contact for clients when they enter a VITA site. As the first point of contact, the Greeter should be customer focused and able to interact with diverse groups. The Greeter must also be well versed in the variety of services that are available for clients through the VITA program in addition to the free income tax assistance. **No tax preparation training** **is required.**Following are some general Greeter responsibilities:* Provides taxpayers with intake forms to complete and helps with completion of forms as necessary.
* Ensures that taxpayers have all necessary documents.
* Ensures the taxpayer qualifies for VITA assistance.
* Contacts the scheduled clients to confirm appointments.
* Manages flow of clients to tax preparers and waiting list if applicable.
* Informs clients about other services available through the RealSense partners.
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| **What are the required qualifications?*** Basic training (2.5 hours) – RealSense Orientation, Tax Site Process & flow.
* Must pass the IRS Volunteer Standards of Conduct Test (10 questions).
* Knowledge of other promotions and services offered by RealSense partners.
* Strong interpersonal and communication skills.
* Strong organization and crowd management skills.
* Good attention to detail.
* Outgoing, confident in speaking with clients.
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