

**WithinReach, in partnership with
The United Way of Snohomish County Free Tax Preparation Campaign
Asset Specialist Job Description**

Job Title: Asset Specialist
Organization: WithinReach
Date of Description: September 2012

At WithinReach, you will enjoy a positive, flexible, family-friendly work environment, a strong culture of inclusion and the opportunity to bring health and hope to thousands of families each day. WithinReach is a leading resource for family health in Washington State – working hard to ensure that all families in our state have access to needed health programs and information. With highly talented and dedicated staff, WithinReach is an innovative not-for-profit organization that strives for excellence in all it does.

Position Summary:

General Duties and Responsibilities:

The Asset Specialist offers complementary services and information at United Way of Snohomish County tax preparation sites, including public benefits, US Savings Bonds and credit reports to interested clients from January 22nd to April 15th, 2013. Required trainings will be held in November-January. Duties include: approaching clients and presenting asset building opportunities and available public benefits in a persuasive and courteous manner; providing support and assistance to volunteers; monitoring the quality of services offered; tracking the number of participants and providing weekly statistical reports.

Skills Needed:

- Excellent communication skills, bilingual language skills in Spanish, Chinese, Vietnamese or Russian language preferred.
- Strong interpersonal skills and demonstrated ability to work and communicate effectively with people of diverse cultural, ethnic and socioeconomic backgrounds.
- Outgoing personality with the ability to interview individuals to obtain information, assess client needs and provide appropriate information and referrals.
- Team-building skills and a positive attitude are essential.
- Ability to manage responsibilities independently and work with limited supervision.
- Good time management and organizational skills, with high attention to detail.
- Ability to use computer programs to accomplish tasks, manage a varying schedule and input data.

Responsibilities:

Each Asset Specialist will be expected to:

- Attend trainings, as determined by Withinreach and The United Way of Snohomish County.
- Ensure smooth operation of asset building services provided at tax sites, including assisting with set-up and tear-down, as needed.
- Provide support to the volunteer tax preparers, intake administrators, and quality assurance specialists, as needed.
- Provide and support off-site outreach events (outside of the regular site days/hours and in coordination with the site manager(s)) for low-income individuals to have their tax return prepared. Specific area or neighborhood must be coordinated and communicated with WithinReach.
- Submit required statistical reports in a timely and accurate manner, as requested.
- Serve customer, site hosts and the public in a helpful, supportive and culturally sensitive manner.

Time Commitment:

The exact time required depends on specific responsibilities, size of the Free Tax Preparation Campaign site and volume of traffic.

- 13-20 hours per week during tax season, for site operating hours and follow up on customer needs. The exact time required depends on specific hours of operation, responsibilities, and volume of traffic.
- Assist with tax site set-up, week prior to opening, and tax site clean-up, week following site closing
- Asset Specialist training and other requirements:
 - Attend monthly site manager staff meetings
 - Other trainings as assigned

Length of Appointment:

Training for Asset Specialists will be ongoing and may include some online work. All Asset Specialists are required to attend the volunteer trainings pertaining to their specific site held at United Way of Snohomish County in Everett. The tax sites will be open from January 22nd to April 15th, 2013.

Salary & Benefits:

This is a part-time, temporary position. The contracted hourly wage is DOE.

Job Location: Various locations in Snohomish County

Send Resumé & Cover Letter to: Elsa Ferguson, elsaf@withinreachwa.org

Closing Date: October 5th, 2012

WithinReach is an equal opportunity employer working toward a culturally diverse work place.