

Internship Description



Job title: Fall VITA Internship

Department: Community Impact

Reports to: Sr. Program Manager, VITA

Supervises: N/A

FLSA Status: N/A

Position type: Unpaid, part-time, 10 hours per week

Date: 10/1/2025

Position Summary:

The position of VITA Intern supports United Way of Greater Nashville (UWGN) in advancing the mission of the Volunteer Income Tax Assistance program, which provides free tax preparation services to low- and moderate-income individuals and families. In this role, the intern contributes to daily program operations, helping ensure that VITA remains organized, efficient, and well-coordinated.

This internship offers valuable experience for students interested in management or administration work in either the public or private sector. Interns will gain practical skills in volunteer management and program administration while working in a collaborative office and applied setting.

The ideal candidate is self-motivated, detail-oriented, and able to thrive in a team environment. Strong interpersonal skills and organizational abilities are essential to succeed in this position.

Primary Duties & Responsibilities:

- Helps organize supplies and equipment
- Maintains records
- Promotes awareness of VITA program for volunteers and taxpayers
- Delivers marketing materials to the community

Additional Duties

- Performs other duties as assigned to support the overall success of the VITA program and UWGN's mission.

Education:

- Required: Must be a higher education student

Qualifications:

- A valid driver's license & proof of insurance
- Available approximately 10 hours per week between the hours of 8:30am and 3:00pm during the weeks of September 29th through December 19th.

Physical Demands:

Visual acuity, manual dexterity, hearing, driving, standing, walking, sitting, stooping, bending, lifting, and carrying 50 pounds. Reasonable accommodations may be made to enable individuals with disabilities to perform their essential duties.

Working Conditions:

- Minimum of 10 hours per week.
- Occasional use of personal vehicle (mileage will be reimbursed)
- The employee is required to stand, walk, climb, and balance.
- Manual dexterity sufficient to reach/handle items and work with the fingers and perform repetitive hand/wrist motions.
- Well-lighted, heated, and/or air-conditioned indoor office setting with adequate ventilation.

Disclaimer:

This position description is not intended to be all-inclusive. An intern will also perform other reasonably related business duties as assigned by immediate supervisor or volunteer leadership as required. This position description does not constitute a written or implied contract of employment. United Way of the Greater Nashville reserves the right to revise or change the description and specifications as the need arises.

To apply please send your cover letter and resume to Bonnie Bowles

Bonnie.bowles@unitedwaygn.org

Internship Description



Job title: Spring VITA Internship Greeter/Intake Specialist

Department: Community Impact

Reports to: Sr. Program Manager, VITA

Supervises: N/A

FLSA Status: N/A

Position type: Unpaid, part-time, 10-12 hours per week

Date: 10/1/2025

Position Summary:

The position of VITA Site Coordinator Intern supports United Way of Greater Nashville (UWGN) in advancing the mission of the Volunteer Income Tax Assistance program, which provides free tax preparation services to low- and moderate-income individuals and families. In this role, the intern helps manage the flow of a tax site, ensuring the integrity of the VITA program by protecting taxpayer's information, performing all greeter duties, helping to record volunteer hours in Better Impact, and helping set up/break down equipment for each shift. This position requires training and certification which will take place within the first two weeks of the internship. It is imperative for VITA Interns to have the ability to work in a team, be organized, and enjoy serving the public in a fast-paced setting.

Primary Duties & Responsibilities:

- Completes IRS certification for volunteer standards and greeter level and remains current on all IRS requirements and certifications necessary.
- Greets taxpayers
- Checks taxpayer identification
- Organizes tax documents
- Assigns taxpayers to proper preparer
- Helps log volunteer hours into Better Impact.

Additional Duties

- Performs other duties as assigned to support the overall success of the VITA program and UWGN's mission.

Education:

- Required: Must be a higher education student

Qualifications:

- A valid driver's license & proof of insurance
- Available approximately 10-12 hours per week between the hours of 8:30am and 3:00pm during the weeks of January 19th through April 17th.
- Must pass all IRS required certifications.

Physical Demands:

Visual acuity, manual dexterity, hearing, driving, standing, walking, sitting, stooping, bending, lifting, and carrying 50 pounds. Reasonable accommodations may be made to enable individuals with disabilities to perform their essential duties.

Working Conditions:

- Minimum of 10-12 hours per week.
- Occasional use of personal vehicle (mileage will be reimbursed)
- The employee is required to stand, walk, climb, and balance.
- Manual dexterity sufficient to reach/handle items and work with the fingers and perform repetitive hand/wrist motions.
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Internship Description



Job title: Spring VITA Internship Site Coordinator

Department: Community Impact

Reports to: Sr. Program Manager, VITA

Supervises: N/A

FLSA Status: N/A

Position type: Unpaid, part-time, 10-12 hours per week

Date: 10/1/2025

Position Summary:

The position of VITA Site Coordinator Intern supports United Way of Greater Nashville (UWGN) in advancing the mission of the Volunteer Income Tax Assistance program, which provides free tax preparation services to low- and moderate-income individuals and families. In this role, the intern manages a tax site ensuring the integrity of the VITA program by protecting taxpayer's information, working rejected tax returns, coordinating and scheduling volunteers, recording volunteer hours in Better Impact, and setting up/breaking down equipment for each shift. This position requires training and certification which will take place within the first two weeks of the internship. It is imperative for VITA Interns to have the ability to work in a team, be organized, and enjoy serving the public in a fast-paced setting.

Primary Duties & Responsibilities:

- Completes IRS certification for volunteer standards and site coordinator level and remains current on all IRS requirements and certifications necessary to implement the VITA program.
- Manages a free tax preparation site to serve low to moderate income taxpayers including working rejected tax returns and scheduling volunteers.
- Available in person at VITA Site during all hours of operation during an assigned shift, as well as completing opening and closing duties at the site.
- Responsible for security of UWGN and IRS equipment and supplies.
- Works with the UWGN Staff, ensuring the VITA site location appropriately meets the needs of the taxpayers and volunteers.
- Attends and participates in training meetings related to VITA.
- Schedules and supervises IRS-certified volunteers to support the VITA Site operations.
- Maintains current contact and service records for volunteers in Better Impact, including forms 13615 and forms 13206.
- Follow IRS protocols and procedures as found in Publication 5088, Site Coordinator's Training manual.
- Successfully passes IRS site visits and inspections as found in Publication 5166.

Additional Duties

- Performs other duties as assigned to support the overall success of the VITA program and UWGN's mission.

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