



SERVICE • SUPPORT • ADVOCACY

AREA AGENCY ON AGING

San Benito & Santa Cruz Counties

**FOSTER GRANDPARENT/SENIOR COMPANION PROGRAM
IN-KIND DONATION PROGRAM**

Monterey, San Benito & Santa Cruz Counties

PROJECT SCOUT

Santa Cruz and San Benito Counties

Help Project SCOUT with Free Tax Preparation!
Call 831-724-2606 / Email projectscoutoffice@gmail.com

Phone Support/Intake – Assist clients via phone with their tax related questions, perform intake to make sure clients can be serviced, and set up appointments for clients to be serviced.

Site Support/Intake – You greet everyone visiting the site to create a pleasant atmosphere. You screen (intake) taxpayers to determine the type of assistance they need and confirm they have the necessary documents to complete their tax returns. At drop-offs, you take documents and set follow-up appointments for pick-up.

Office Assistant – You assist with phone, appointment calendar, and volunteer support. You receive taxpayer documents and set follow-up appointments.

Interpreter – You provide free language interpreter services to customers who are not fluent in English. Basic tax knowledge is helpful.

Site Administrator/Coordinator – You have excellent organizational and leadership skills. You are the primary resource for sharing your knowledge of the program and are available to assist with any issues that may arise. You develop and maintain schedules for all volunteers to ensure adequate coverage, supplies and equipment at your site. Tax law certification is not always required for this position.

Tax Preparer – You complete and successfully certify in tax law training, including the use of electronic filing software, to provide free tax return preparation for eligible taxpayers both at sites and online.

Tax Coach – You provide tax law assistance and guide taxpayers in preparing their own tax returns. Tax law certification is required for this volunteer role and training is available.

Computer Specialist or troubleshooter – You have a working knowledge of personal computers, software and communications systems. You will support the program and volunteers with their tech needs and issues.

234 Santa Cruz Avenue • Aptos, California 95003
(831) 724-2606 • SCOUT