

Community Resource Advisor

(part-time, temporary opportunity)

Tempe Community Council (TCC) is looking for one or two public service minded individuals who would like the opportunity to turn their interest into action. TCC's Volunteer Income Tax Assistance (VITA) program provides free tax preparation for vulnerable populations. In addition to tax preparation services, Tempe's VITA site provides a Community Resource Advisor (CRA) who aids clients in identifying additional support needs and connecting clients to agencies and programs who can help. The CRA also assists the Site Coordinator with set-up, clean-up and greeting clients during open hours. Tempe's VITA site is located at Gracie's Village, 1520 E. Apache Blvd., Tempe.

This position is compensated at a rate of \$23.00/hour for 16 hours per week between January – April 2027. The CRA role can be divided between two individuals. Specific days and hours to be determined. Hours may include evenings and Saturdays.

Essential Duties and Responsibilities:

- Research community resources and gain comprehensive knowledge of these programs and services.
- Work with TCC staff to ensure all community resources are represented.
- Gather flyers and other resources from each of the represented agencies and programs to distribute to clients.
- Be onsite at the VITA tax site before, during and after operating hours to engage with clients and meet one on one to provide assistance.
- Collect referral forms and compile data from these forms to submit to TCC staff as requested.
- Work with the VITA Site Coordinator to open and close the site each day and assist as needed.
- Maintain the support and referral area and ensure it is always neat and fully stocked.
- Collect success/impact stories from clients regarding the services provided.

Required Skills and Competencies

- Strong written and oral communication skills.
- Aptitude and passion for community-based programs.
- Ability to work a flexible schedule which will include evenings and weekends during the 2026-2027 tax season from January – April.
- Experience in active listening to engage and establish trust with clients.
- Possess a non-judgmental attitude and an appreciation for diversity and the value of individual differences to enable working effectively with clients from diverse backgrounds.
- Possesses excellent, efficient organizational skills.
- Ability to collect and manage data and complete required reports.
- Proficient in Microsoft systems such as Outlook, Word, and Excel.
- Must have reliable transportation to and from tax site.
- Bilingual preferred.

Desired Experience and Training

- Prior experience with assessing client needs and referring to service agencies and/or programs.
- Prior involvement as a volunteer or working with volunteers.
- Knowledge of community service agencies and programs in Tempe.

To apply for this position please visit:

<https://www.tempecommunitycouncil.org/jobs-rfp>

Closing Date: Open until need is met.

Questions?

480.858.2313 | ann_didomenico@tempe.gov

Equal Employment Opportunity - *Tempe Community Council (TCC) is an Equal Opportunity / Reasonable Accommodation employer. TCC does not discriminate on the basis of race, color, gender identity, sexual orientation, religion, national origin, familial status, age, disability, and United States military veteran status. Pursuant to the Americans with Disabilities Act, TCC will make a reasonable accommodation(s) during the recruitment and selection process. Persons with a disability may request a reasonable accommodation by contacting TCC at 480-858-2300. Requests should be made as early as possible to allow time to arrange the accommodation.*