



**Campaign For Working Families, Inc.
Job Description**

Position Title:	Volunteer Translator	Last Updated:	November 2023
Department:	Tax Operations & Volunteers	Volunteer Timeline:	January through April 2024
Manager:	Tax Operations Area Manager & Director of Volunteer Engagement & Partnerships	Schedule:	Flexible

Overview: Campaign For Working Families

Campaign For Working Families Inc., mission is to champion the financial well-being and economic mobility of individuals and families by leading programming and advocating for policies, initiatives, and support systems that ensure equitable opportunities and financial stability. CWF is driven by the belief that every individual and family deserve respect, dignity, and the tools/information to succeed, and CWF is committed to enacting positive change at both the policy and grassroots levels by fostering a culture of empathy, data-driven decision-making, and collective action. The following core values serve as a guiding framework for the Campaign for Working Families, helping to define its mission, goals, and actions in support of individuals and families throughout its communities:

1. **Equity and Inclusion:** We believe in a society where all individuals and families, regardless of their background, race, gender, or socioeconomic status, have equal opportunities and access to resources.

2. **Family-Centered Approach:** We prioritize policies and initiatives to support the well-being, stability, and growth of families, recognizing that strong families are the foundation of a thriving society.

3. **Collaboration and Partnerships:** We value collaboration with other organizations, governments, businesses, and individuals who share our commitment to the well-being of working families.

4. **Data-Driven Decision-Making:** We rely on evidence and data to inform our policies and initiatives, ensuring that our efforts are effective and impactful.

5. **Respect and Dignity:** We treat all individuals with respect and dignity, recognizing the inherent worth of every member of a working family, and striving for a society that upholds these values.

Position Summary

The Campaign for Working Families Translator assists taxpayers who may have limited English proficiency. They help bridge the communication gap between taxpayers and volunteers by translating conversations and documents accurately. The Translator is responsible for maintaining client confidentiality, delivering high-quality customer service, and ensuring the overall efficiency of the

tax preparation process. Key aspects of the role include conducting thorough interviews to accurately capture taxpayer information, reviewing financial documents, and translating complex tax law into actionable data entry that supports the filing of a complete and accurate tax return. The Translator plays a significant role in advancing the financial well-being of the communities served by CWF.

Role and Responsibilities

Translation Services:

- Interpret/translate between tax site staff/volunteers and taxpayers who use CWF's free services
- Answer questions in a foreign language to assist taxpayers calling the site for information
- Translate important tax documents, VITA Intake Form, and taxpayer demographic questions

Customer Service:

- Conduct taxpayer interviews to gather complete financial data, ensure understanding of available deductions and credits, and address any taxpayer concerns.
- Create a welcoming environment that encourages clients to share necessary information and ask questions regarding their tax situation.
- As needed and required, follow up with clients to verify information, resolve discrepancies, and provide updates on the status of their tax return preparation and submission.

Compliance:

- Uphold the highest standards of confidentiality, ensuring all taxpayer information is securely handled and stored in accordance with the organization's privacy policies and legal requirements.
- Attend training and stay current with the Internal Revenue Service (IRS) regulations and organizational policies to guarantee compliance in all areas of tax preparation.

Qualifications

- Demonstrated fluency in a language other than English
- Must complete the "IRS Standards of Conduct" and "Intake/Interview" self-paced training and exam
- Willingness to volunteer throughout the tax season from January through April 2024
- Excellent Communication and interpersonal skills
- Must be detail-oriented with a capacity to handle confidential and sensitive information with the utmost discretion.
- The ability to work independently with minimal supervision, as well as collaboratively as part of a diverse team, is crucial.
- Empathetic and personable with the ability to relate to individuals from diverse backgrounds

Application Instructions

[Click here](#) to visit our website to sign up and learn more about volunteering.