



## Job Description

**Job Title: Support Coordinator**

**Department: Administration**

**Reports To: CCR&R Region VI Program Director**

**FLSA Status: Non-Exempt**

**OSHA Category: 2**

**Summary:** Assist with the PREP program, including budget, classes, evaluations, and planning as well as assisting with printing, packaging and distribution of VITA (Volunteer Income Tax Assistance and EITC (Earned Income Tax Credit) materials such as: newsletters, informational packets, training materials and resources.

### **Essential Duties and Responsibilities:**

- Assist with promoting the PREP program by a variety of methods to middle and high school students.
- Assist with PREP and EITC program reports.
- Maintain a evaluator for PREP program.
- Provide financial education.
- Provide and assist with basic tax training.
- Exceptional organizational skills.
- Excellent writing skills.
- Basic computer skills.
- Ability to communicate effectively with consumers and professionals.
- Ability to plan and coordinate a variety of events.
- Be available for out of area and possibly overnight travel and training.
- Highly motivated.
- Be bondable.
- Perform other duties as assigned to enhance, improve, and accomplish the agencies mission and strategic goals.
- Maintain confidentiality.
- Collaborate with agency colleagues to reach agency objectives.
- Participate in agency committees as needed.

### **Supervisory Responsibilities:**

This position does not supervise.

Mission Statement: *“Working together with individuals, families, and communities to provide resources for a better life”*

Updated 12/2/2024

ALL PERSONNEL ARE AT WILL EMPLOYEES

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**Competencies**

To perform the job successfully, an individual should demonstrate the following competencies:

- Quantity - Completes work in timely manner; works quickly.
- Safety and Security - Observes safety and security procedures; reports potentially unsafe conditions; uses equipment and materials properly.
- Attendance/Punctuality - Is consistently at work when scheduled and on time.
- Dependability - Follows instructions, responds to management direction.
- Empathy – Values the feelings of others to ensure pleasant workplace relationships and customer satisfaction.

**Qualifications:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements described are representative of: Some computer skills, including knowledge of Microsoft Word and Excel, excellent communication skills, and familiarity with office equipment. Must have good recall memory, organizational, and listening skills.

**Education and/or Experience:**

High school or GED.

Must have valid West Virginia driver's license; clear criminal background and APS/CPS check must be bondable.

**Language Skills:**

Ability to write reports and business correspondence. Ability to effectively present information and respond to questions from, clients, customers, and the public.

**Physical Demands:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stand. The employee is frequently required to sit, reach, hear and talk. The employee may occasionally lift and/or move up to 25 pounds.

**Work Environment:**

The noise level in the work environment is usually quiet with the inside temperature in offices kept at a comfortable level of 70 degrees.

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Employee Signature

Date

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