

# **Volunteer Income Tax Assistance (VITA)**

**2009-2010**

## **Registration Guide for Greeters**

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Helping working families to “Earn It. Keep It. Save It.”



# **NAFI**

**NASHVILLE ALLIANCE for FINANCIAL INDEPENDENCE**

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NAFI would like to thank our VITA Training Sponsor:  
**National Association of Black Accountants (NABA) — Nashville Chapter.**  
Learn more at: [www.NABANashville.org](http://www.NABANashville.org)

# greeter volunteers

## Introduction

Welcome, Volunteer Income Tax Assistance (VITA) greeter! We're happy to have you join us as we help working people in Davidson County to "Earn It. Keep It. Save It."

VITA is a volunteer-led and volunteer-run program. We simply cannot provide this service without individuals like you. Thank you for choosing to spend your time as a VITA volunteer. As a greeter, your role helps to ensure that taxpayers are served efficiently and orderly while providing customer service that will keep them coming back the next year.

The next few pages of this document will describe the registration process and provide the web links you will need to register for each of them.

Our goal is that you have an enjoyable experience. If you have any questions along the way, big or small, please feel free to contact me. I am only a phone call or email away.

You can do it!

In Service,



Rachel Freeze  
Nashville Alliance for Financial Independence (NAFI) Manager  
United Way of Metropolitan Nashville  
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<http://NashvilleAFI.org/VolunteerCenter.htm>



# training checklist

As a greeter, you provide a very valuable service. Site Coordinators that operate walk-in sites are always in need of greeters to meet the client as they enter the site, help clients to fill out their intake sheet, and answer any non tax-law related questions.

Greeters do not have to complete tax law training, which makes this volunteer role a less time consuming option for individuals that still want to help with VITA. You will only need to attend two preparatory workshops prior to beginning your greeter service.

Use the checklist below to track your progress.

- Informational Session for Interested VITA Volunteers** (Optional, but strongly recommended)

My informational session is: \_\_\_\_\_.

- Officially Sign-Up**

I registered online on this date: \_\_\_\_\_.

- Site Orientation** (required)

My site's orientation is: \_\_\_\_\_.

**INCLEMENT WEATHER: In the event of inclement weather, call 780-2444. News of any class cancellations will be left on the voicemail message.**

# training

For each, you will need to register using the link provided.

## **Informational Session for Interested Volunteers**

Learn about the VITA program and what it means to be a VITA volunteer. At this session, you will meet VITA staff and other volunteers who will explain the process of training, choosing a site, and more. Come early to meet and network with other interested volunteers. No commitment, just come! All informational sessions are held at United Way of Metropolitan Nashville at 250 Venture Circle; Nashville, TN 37228. Networking and refreshments are from 5:30-6:00 pm; Session is from 6-7:30 pm. We encourage you to attend one of the informational sessions in October or November.

Thursday, October 15, 2009 / <http://vitainfo1.eventbrite.com>

Thursday, November 5, 2009 / <http://vitainfo2.eventbrite.com>

Thursday, November 19, 2009 / <http://vitainfo3.eventbrite.com>

Thursday, December 3, 2009 / <http://vitainfo4.eventbrite.com>

Thursday, December 10, 2009 / <http://vitainfo5.eventbrite.com>

Thursday, January 7, 2009 / <http://vitainfo6.eventbrite.com>

## **Officially Sign-up**

If you are ready to commit to becoming a greeter, officially sign-up by using the link below. When you register, you will be asked to choose the VITA site where you will volunteer. Sites that are appointment only will not be needing greeters, but the walk-in sites definitely will. To look at the tentative list of sites, go to: [www.Nashvilleafi.org/info/2010sites.pdf](http://www.Nashvilleafi.org/info/2010sites.pdf)

Officially sign-up here: <http://taxgreeter.eventbrite.com>

## **Site Orientation (1-2 hours)**

See the site where you will volunteer. Meet your Site Coordinator and other volunteers, learn about site-specific information, schedule your volunteer shifts, and (most importantly), learn about the general duties of greeting at the site.

You do not need to register for the site orientation if you have completed the "Official Sign-up" above. You will receive the email sometime during the month of December with the date and time of your site orientation.

Unsure which site to choose? Click here to view tentative list: [www.nashvilleafi.org/info/2010sites.pdf](http://www.nashvilleafi.org/info/2010sites.pdf)

# location directions

## [United Way of Metropolitan Nashville – 250 Venture Circle; Nashville](#)

Take Rosa L. Parks Boulevard (formerly Metro Center Blvd.) exit off I-65 (exit 85). Turn onto Rosa L. Parks Boulevard (away from Downtown). Turn Right on Vantage Way (Traffic light beside Fifth Third Bank). Turn Left on French Landing (first traffic light). Turn Right on Venture Circle and continue to curve to the left - United Way is on the right. Drivers can often confuse Vantage Way with Venture Circle. Please note that these are two separate streets, and United Way is located on Venture Circle.

Map: <http://tinyurl.com/mapuwmn>

## Help us recruit!

It's no surprise that VITA volunteers are the best at recruiting other volunteers! Because you are excited about the difference that you will be making in the community, you know better than anyone else just how to motivate others to get involved. Please help us to grow our volunteer base by recruiting individuals that you think would make great volunteers.

There are several easy ways that you can!

- 1.) Use social networking sites, such as facebook and twitter to spread the word. You can refer people to <http://nashvilleafi.org/VolunteerCenter.htm> or <http://tinyurl.com/recruitvita>
- 2.) Send an email or make a phone call to coworkers, friends, and family and tell them why you have chosen to be a VITA volunteer and why you think that they can make a difference by becoming one, too. Your enthusiasm will be contagious!
- 3.) Bring a friend with you to the Informational Session that you plan to attend.

When speaking to potential volunteers, you can always refer them to our website for more information: <http://nashvilleafi.org/VolunteerCenter.htm>.

Thank you!