

JOB TITLE: Digital Inclusion Program Associate
CLASS: Bargaining Unit
CATEGORY: Regular (after Probationary)
STATUS: 1.0 FTE, Hourly Wage, Non-Exempt
BENEFITS: Per Collective Bargaining Agreement
REPORTS TO: Digital Inclusion Manager
LAST UPDATED: May 2018



JOB SUMMARY:

You see digital literacy as increasingly critical to today's educational and economic opportunities. You are passionate about serving the community and helping others learn. And you are energized by the opportunity to help people get connected to the technology they need grow their computer skills. This position reports to the Digital Inclusion Manager to support the organization's suite of digital inclusion programs. Essential tasks include coordinating free community classes, supporting volunteers, assisting with community outreach, processing applications, and supporting program evaluation. This position is represented by a union and application for union membership is mandatory upon hire.

DETAILED ESSENTIAL RESPONSIBILITIES:

- Teach, promote, and coordinate classes (on- and off-site).
- Manage classroom resources.
- Train, oversee, schedule, coordinate, and motivate volunteers.
- Support high levels of volunteer retention, growth, and satisfaction.
- Process applications for Free Geek's nonprofit and student computer access programs (Hardware Grants and Plug into Portland).
- Positively represent Free Geek with key audiences.
- Assist with Free Geek community partnerships.
- Effectively communicate organizational policies and provide a safe and welcoming service environment for individuals of all abilities/experience.
- Maintain accurate records and protect all private information.
- Contribute to general project planning, monitoring, reporting, and team collaboration.
- Other duties agreed upon by management and union.

REQUIRED SKILLS, KNOWLEDGE AND ABILITIES:

- Passion for the work and mission of Free Geek.
- Ability to maintain a calm, positive and professional attitude at all times.
- Aptitude for directing, instructing and positively influencing the energy level of others.
- Minimum 1-3 years of relevant professional experience.
- Experience working with adult and youth learners.
- Experience working with volunteers.

- Excellent organizational skills and attention to detail.
- Great communication and presentation skills.
- Self-motivated, creative, and responsible.
- Self-assured in your ability to ask questions.
- Proficient with office technologies including word processing, presentation software and cloud services for email and document management.
- Proficient writing and documentation skills.
- Able to consistently follow policies and procedures.
- Able to lift and carry up to 20 pounds on a regular basis.
- Possession of valid driver's license and clean DMV Driver Record.

DESIRED SKILLS, KNOWLEDGE AND ABILITIES:

- Highly preferred: Bilingual English and Spanish speaker.
- Demonstrated commitment to and service with the community.
- Demonstrated confidence and competence working with diverse populations.
- Experience with project management and Asana or similar software.
- Experience developing curriculum.
- Experience working with a Customer Relationship Management software.
- Knowledge and experience of free and Open Source Software including the GNU/Linux operating system.