JOB TITLE: Digital Inclusion Manager
CLASS: Management
CATEGORY: At-will
STATUS: Full Time, Exempt
SALARY: $56,035
BENEFITS: Eligible
REPORTS TO: Executive Director
LAST UPDATED: April 29, 2019

FREE GEEK

JOB SUMMARY:

You see digital equity as essential to the fabric of today's society. You are passionate about connecting vulnerable communities with the technology and technical skills needed for full civic and cultural participation, employment, and learning. You are energized by the opportunity to design, lead, measure, and iterate nonprofit digital inclusion services. In this position, you are responsible for the management of the organization's suite of digital inclusion programs, including: Education, Hardware Grants, Plug Into Portland, and Welcome to Computers. This position cultivates and engages external relationships connected to our digital inclusion programs.

DETAILED ESSENTIAL RESPONSIBILITIES:

Program Management

- Provide strategic insight for the planning, growth, and impact of Free Geek's digital inclusion programs.
- Hire, evaluate, mentor, and discipline program staff.
- Direct Free Geek's education program.
- Direct and administer Free Geek's computer access programs for nonprofits and youth.
- Direct and administer Free Geek's offsite digital literacy programs.
- Lead the integration of digital inclusion work with other Free Geek programs.
- Partner within the management team to create fluid integration between departments.
- Maintain and/or develop KPIs for digital inclusion outcomes.
- Coordinate with the development team on relevant grant writing and fundraising efforts.
- Perform project planning, monitoring, reporting, and team collaboration.
- Develop the daily schedule incorporating the hours, breaks, and training to continue the positive and profitable customer experience. This must be done on a weekly basis per union contract.
- Perform managerial administrative tasks in a timely manner including submitting expenses, review staff timesheets, address leave requests from staff, schedule and attend meetings, and develop procedural and policy documentation as needed.
- Together with the Executive Director and others within Free Geek create programs and recruit the best possible volunteer interns.
- Familiarize yourself with and follow all policies and procedure regarding the operations of Free Geek including those laid out in the Employee Handbook and Collective Bargaining Agreement.

- Communicate with other Free Geek staff and volunteers about the needs of all areas.
- Other duties as assigned.

External Relations
- Coordinate digital inclusion efforts by engaging in community outreach, working with community leaders, and cultivating relationships with digital inclusion actors.
- Serve as a compelling spokesperson for digital inclusion as a means to social justice.
- Market and promote Free Geek's digital inclusion program offerings.
- Represent Free Geek at community events and meetings, building partnerships where appropriate.
- Ensure the creation of success stories through blog posts, speaking engagements, and social media presence.
- Other duties as assigned.

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.
- 5-7 years of relevant professional experience.
- An understanding of the local nonprofit landscape and community leaders.
- Experience working with adult and youth learners, teaching and curriculum writing.
- Demonstrated commitment to and service with your community.
- Project management experience.
- Excellent organizational skills and good attention to detail.
- Cultural competency and experience in traditionally digitally divided communities.
- Great communication and presentation skills.
- Self-motivated, creative, responsible.
- Advanced with office technologies including spreadsheets, word processing, presentation software and cloud services for email and document management.
- Excellent writing and documentation skills.
- Experience training and mentoring volunteers with a wide range of skills and backgrounds.

DESIRED SKILLS, KNOWLEDGE AND ABILITIES:
- Fluency in Spanish, Russian, or another language besides English.
- Computer hardware/IT/or other technical experience.
- Knowledge and experience of Free and Open Source Software including the GNU/Linux operating system.
- Established experience creating effective, eye-catching outreach materials.
- Experienced trainer.
- Previous Free Geek work or volunteer experience.