

Digital Navigator

Job Description



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|--------------------|---------------------------|---------------------------|------------|
| Department: | Digital Inclusion | FLSA Status: | Non-Exempt |
| Reports To: | Digital Inclusion Manager | Physical Strength: | Light |
| Salary: | \$15.00/hour | Class: | Union |

Summary

This position is responsible for assisting individuals or small groups in our community, or specific eligible group(s) who need affordable home internet service, affordable internet-capable devices, and/or coaching in introductory digital skills by performing the following duties.

Essential Duties

1. Receives, returns, or initiates contact with clients seeking assistance or identified by Free Geek for assistance.
2. Helps track and organize application data, keeps accurate and timely records, and reports outcomes as required.
3. Communicates and coordinates with co-workers across Free Geek departments.

Job Duties

- Discusses with each client their home internet access, or need for home internet access, technology experiences, and their devices.
- Communicates organizational policies and provides a safe and welcoming environment for individuals of all abilities/experience. Protects all personal identifying information.
- Advises clients about free or affordable home internet service options for which they may qualify and supports their efforts to secure service. Additionally, if they do not qualify for Free Geek's Digital Inclusion programs, connects them to other organizations/programs for which they may qualify.
- Provides referrals to sources of additional digital literacy skill training.
- Drives Free Geek van to deliver devices to community partners or community members.
- Represents Free Geek with external partners and Community Based Organizations.
- Contributes to general project planning, monitoring, reporting, and team collaboration.
- Familiarizes yourself with and follows all policies and procedures regarding the operations of Free Geek including those laid out in the Employee Handbook and Collective Bargaining Agreement.
- Keeps abreast of frequent emails.
- Provides excellent customer service, establishes appropriate boundaries with clients, and demonstrates innovation and flexibility.
- Demonstrates confidence and competence in working with diverse populations.
- Maintains punctual, regular and predictable attendance.
- Other duties as assigned.

Supervisory Responsibilities

This position has no supervisory responsibilities.

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Qualifications

Ability to perform essential job duties with or without reasonable accommodation and without posing a direct threat to safety or health of employees or others. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties.

Education & Experience

One to two years' related experience and/or training or equivalent combination of education and experience. Lived experience of the digital divide. Experience teaching with adult and youth learners.

Certificates, Licenses and/or Registrations

A valid driver's license, required.

Language Skills

Fluency in spoken and written English. Spoken and written fluency in another language other than English, as many of our community members speak Russian, Rohingya, Vietnamese, or Spanish.

Computer Skills

Has basic computer job skills including logging on to systems, ability to communicate by email, ability to compose documents, enter database information, create presentations and download forms.

Physical Demands & Work Environment

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

The employee is regularly required to sit, stand, walk, use stairways to climb to multiple floors within the office building, and talk or hear. The employee is occasionally required to use hands and fingers to type or dial, climb or balance, stoop, kneel, crouch or crawl, and reach with hands and arms.

The employee must occasionally lift and/or move up to 30 pounds. This position requires frequent computer use. Specific vision abilities required by this job include close vision, distance vision and depth perception. The noise level in the work environment is usually quiet to moderate.

Employee Signature: _____ Date: _____

Employer Representative: _____ Date: _____