

# Digital Navigator Job Description



<b>Department:</b>	Digital Inclusion	<b>FLSA Status:</b>	Non-Exempt
<b>Reports To:</b>	Digital Inclusion Manager	<b>Physical Strength:</b>	Moderate
<b>Salary:</b>	\$18.50/hour	<b>Class:</b>	Union

## Summary

The Digital Navigator provides assistance to individuals or small groups in our community, or specific eligible group(s) who need secure affordable home internet service, affordable internet-capable devices, and/or coaching in foundational digital skills. This assistance is provided primarily by voice via telephone, but may also include in person, email, text, video chat, and other communication methods that work for the learner.

The Digital Navigator's work is part of Free Geek's efforts to bridge the digital divide and enable equitable device and internet access for vulnerable and underserved communities.

## Essential Duties

1. Receive, return, or initiate contact with worker-learners' seeking assistance or identified by Free Geek for assistance.
2. Effectively communicate organizational policies and provide a safe and welcoming environment for individuals of all abilities/experience. Protect all personal identifying information.
3. Drive Free Geek van to deliver devices to community partners or community members.
4. Provide referrals to sources of additional digital literacy skill training.
5. Spoken and written fluency in another language besides English; Many of our community members speak Russian, Rohingya, Spanish, or Vietnamese.

## Job Duties

- Identify and assess worker-learner needs. Discuss with each client their home internet access, or need for home internet access, technology experiences, and their devices.
- Provide accurate, valid and complete information about free or affordable home internet service options for which they may qualify and support their efforts to secure service. Additionally, if they do not qualify for Free Geek's Digital Inclusion programs, connect them to other organizations/programs for which they may qualify.
- Help track and organize worker-learner interactions, data, keep accurate and timely records, and report outcomes as required. Follow up to ensure goals have been met.
- Translate documents, scripts, in written or verbal formats.
- Disburse computers and help Free Geek customers purchase items with card or cash - follow basic till procedure.
- Communicate and coordinate with co-workers across Free Geek departments.
- Positively represent Free Geek with external partners and Community Based Organizations.
- Contribute to general project planning, monitoring, reporting, and team collaboration.
- Familiarize yourself with and follow all policies and procedures regarding the operations of Free Geek including those laid out in the Employee Handbook and Collective Bargaining Agreement.
- Keep abreast of frequent emails.
- Other duties as assigned. Ability to remain flexible about duties and expectations as Free Geek grows and changes.
- Excellent telephone and online communication skills, including the ability to establish trust with clients of varied educational and cultural backgrounds.

Approved By: Adelle Pomeroy  
Last Updated: May 2022

# Digital Navigator

## Job Description



### **Supervisory Responsibilities**

This position has no supervisory responsibilities.

### **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**

No prior experience or training is required. Previous volunteer experience at Free Geek or another service organization is desired. Demonstrated confidence and competence working with diverse populations is preferred.

### **Language Skills**

Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization. Ability to hold a conversation in a second language other than English.

### **Mathematical Skills**

Ability to add and subtract two digit numbers and to multiply and divide with 10's and 100's. Ability to perform these operations using units of American money and weight measurement, volume, and distance.

### **Computer Skills**

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

### **Reasoning Ability**

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

### **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. While performing the duties of this job, the employee is required to remain in a stationary position for 20% of the time, occasionally move about the location, occasionally ascend and descend stairs, and communicate with employees/customers/visitors and exchange accurate information.

The employee constantly/frequently operates a computer and other office machinery, constantly positions themselves to complete work that may include kneeling or crawling and reaching. The employee must move/transport equipment or office materials weighing up to 20lbs. This position has frequent exposure to computers. Must be able to detect text and programs on computer screens.

### **Travel**

Minimal travel of day time deliveries or events. (5-25%)

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**Employee Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Employer Representative:** \_\_\_\_\_ **Date:** \_\_\_\_\_