

Digital Navigator

Job Description



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

Summary

The Digital Navigator is responsible for delivering on Free Geek's mission to close the gap on the digital divide by enabling equitable access to devices, affordable internet, and other resources to underserved communities. This role assists community members and partner organizations, who need assistance with devices, affordable connectivity services, and coaching in foundational digital skills. This assistance is provided by phone, in-person, virtually, and other communication methods that work for the learner.

Essential Duties

1. Makes direct contact with individuals and organizations seeking Free Geek's assistance for basic digital literacy skills, affordable connectivity, and other digital community resources.
2. Works cross-functionally with other organizations to provide individualized needs for community members.
3. Provides excellent telephone and online communication skills, including the ability to establish trust with clients of varied educational and cultural backgrounds.
4. Proactively participates in digital inclusion initiatives and projects with Community Based Organizations, local and state government, and other partners aligned with Free Geek's mission.
5. Accurately tracks and keeps data, and reports outcomes in a timely manner.

Job Duties

- Teaches and coordinates free community classes, assists with community outreach, processes applications, and supports Free Geek's Digital Inclusion efforts to close the digital divide.
- Communicates Free Geek's policies and provides a safe and welcoming environment for individuals of all abilities and experiences.
- Positively represents Free Geek with external partners and Community Based Organizations.
- Helps track and organize worker-learner interactions, and data, keep accurate and timely records, and report outcomes.
- Contributes to general project planning, monitoring, reporting, and work cross-functionally within other Free Geek departments, Nonprofit Organizations, and Governmental Teams.
- Helps plan, organize and participate in tech fairs and special events alike.
- Provides individualized or small group assistance based on learner goals and help learner-workers resolve emerging tech problems with accuracy and efficiency, and helps connect community members to free or affordable home internet service options for which they may qualify and support their efforts to secure service.
- Occasionally drives the Free Geek van to deliver and distribute devices to community partners or community members.
- Familiarizes self 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.
- Ability to remain flexible about duties and expectations as Free Geek grows and changes.
- Other duties as assigned.

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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 the 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 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 in working with diverse populations are 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:** _____