



<b>POSITION:</b>	Digital Navigator	<b>REPORTS TO:</b>	Director of Education
<b>CLASSIFICATION:</b>	Full Time, Non-Exempt	<b>DEPARTMENT:</b>	Education

**PRIMARY RESPONSIBILITIES:**

The Digital Navigator provides individualized or small group assistance to community members served by Centro Campesino who need access to internet-capable devices, internet access, and/or coaching in introductory computer and digital skills to become effective computer and home internet users.

**ESSENTIAL JOB REQUIREMENTS:**

Duties and responsibilities include, but are not limited to the following areas:

- Initiate contact with clients seeking assistance or identified by Centro Campesino for assistance.
- Discuss with each client their level of computer competency and their home internet access or need for home internet access, technology experiences and their devices.
- If necessary, coach clients with basic computer skills and basic computer software.
- Assess clients access to technology, current digital skill level pertaining to what they need to accomplish, connectivity needs, and internet use priorities. Set agreed goals for Digital Navigator services. Confirm the details with the client.
- If necessary, advise clients about free or affordable home internet service options for which they may qualify, assist clients to apply for services they choose, and support their efforts to secure service.
- Coach clients as necessary to use their home internet services to meet their internet use priorities. This may include both in person at the Centro Multipurpose Community Facility, phone, and online interactions, as well as referral to sources of additional digital literacy skill training.
- Track each client’s progress and types of requests, keep accurate and timely records, and report outcomes as required.
- Plan and manage assistance to each client with the goal of fulfilling the agreed goals.
- Other tasks as necessary.

**JOB EXPERIENCE AND EDUCATIONAL REQUIREMENTS:**

The ideal candidate will have demonstrated skills, strong knowledge, and experience in the following areas:

- One to two years of related experience and/or training or equivalent combination of education and experience. Experience teaching adult and youth learners.
- Fluency in spoken and written English and Spanish.
- Ability to embrace the challenge of learning and teaching basic technological concepts related to internet services, computer and device characteristics, and common online services and applications.
- Excellent self-organization, language capacity, and cultural competency.
- Excellent telephone and online communication skills, including the ability to establish trust with clients of varied educational and cultural backgrounds.
- Ability to demonstrate positive attitude, excellent interpersonal skills, and cultural sensitivity in working with diverse customers, coworkers, and community.
- Ability to creatively solve problems and negotiate and handle stressful situations in a positive manner.
- Ability to provide excellent customer service, and to demonstrate innovation and flexibility.

**COMPENSATION:     \$45,760**