

JOB SPECIFICS

Title: Digital Literacy Instructor (Bilingual Spanish)

Department: Outreach/Admin

Reports To: Assistant Director/Director

Revision Date: March 2023

Schedule: 37.5 hours/week (Full Time, evenings, Saturdays)

Salary: DOQ

POSITION BACKGROUND

The Digital Literacy Instructor (DLI) will provide basic computer classes to adults to allow individuals to obtain the necessary computer literacy skills needed to apply for services, pay utilities, use tele-health, and/or apply for jobs. The DLI provides outreach services to local senior centers and other relevant community locations. The DLI also provides instruction and support to adult students to advance their computer literacy and their digital skills. A commitment to supporting low-income residents to access information using tech tools is key.

JOB SUMMARY

- Provide digital literacy instruction to individuals unfamiliar with new and emerging technologies including:
 - Basic use of computer, laptop, tablet, or mobile phone
 - Create, access, and manage an email account
 - Gain access to online governmental resources and online utility bills
 - Gain access to web conference meetings using Zoom, Microsoft Teams, Google Hangouts, etc.
 - Search and apply for job opportunities via websites
 - Use search engines, online resources, and web security
 - Tele-health platform access
- Uses a variety of instructional methods, materials, and techniques
- Set up and staff pop-up computer labs with laptops, mobile devices, and WiFi hot spots as needed
- Provide one-on-one digital literacy support for participants
- Assist with the integration of tech-savvy youths as co-facilitators
- Help to maintain IT equipment for classes. Track and keep data deemed appropriate by the program
- Assist in developing marketing and outreach materials to recruit and retain participants
- Maintains a high degree of confidentiality, accuracy, and a professional work environment
- Other duties as assigned

MINIMUM QUALIFICATIONS

Educational Requirements

- High School Diploma or GED required.
- Bachelor's Degree preferred with preference given to courses in Information Technology, education, social work, public health.

Experience

- Teaching digital literacy classes and/or teaching low-income adult populations preferred

Clearances

- PA Child Abuse Clearance
- Mandated Reporting Training for Child Abuse
- PA Criminal Record Check
- FBI Criminal Background Check

KNOWLEDGE, SKILLS & ABILITIES

- Effective verbal, written, and digital communication
- Knowledge of e-learning tools
- Customer service skills with a diverse, urban population
- Tech-savvy with the Internet, gaming, social media, and Microsoft Office Suite
- Government and utilities service portals
- Work well under pressure, ability to multi-task, and an energetic team player
- Available to work flexible schedules that include nights and Saturdays
- Bilingual Spanish required
- Must have valid PA driver's license to drive library van

WORKING CONDITIONS

Scheduling flexibility required as work schedule may vary based on the needs of the organization. Evening and weekend hours required.

Frequent standing, sitting, bending, talking, hearing, speaking and mental concentration necessary; use of hands to finger, handle, feel or operate objects, tools, or controls and reach with hands and arms; specific vision requirements include close vision, color vision and the ability to adjust focus. Must be able to communicate and be understood clearly. May be required to lift or move files, books or supplies of up to 35 pounds. This is a physically active position. *(This job description does not constitute an employment agreement between the employer and employee. It is used as a guide for personnel actions and is subject to change by the employer as the needs of the employer and requirements of the job change.)*

Disclaimer

Management reserves the right to add, modify, change or rescind work assignments as needed. The essential functions or duties listed above are intended only as illustration of the various types of work that may be performed and are representative of those that must be met by an employee to successfully perform the essential functions of the job. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.