



Digital Literacy Coordinator

Position: Full-Time

Reports to: DSCDO Community Organizer/Metro West Community Organizer

Position Overview:

Detroit Shoreway Community Development Organization (DSCDO) and Metro West Community Development Organization (Metro West) are seeking an experienced digital literacy instructor to conduct basic and advanced computing courses in two computer labs. This full time position will be located out of the Gordon Square Arcade, 6516 Detroit Ave. and the Lin Omni Building, 3167 Fulton Rd.

Applicants should have experience in community-based technology training, including basic computer skills; basic Internet use, safety and security; and knowledgeable support for trainees in acquiring affordable computers and home Internet access. In addition, Internet Computing Core Certification (IC3) and/or Microsoft Certification are desired.

To perform this job successfully, an individual should have a working knowledge of MS Windows, especially Windows 7 & 10, Microsoft Office applications to include Word, Excel, Outlook, and PowerPoint, understand how to set up and use Gmail, and be comfortable browsing the internet.

Most importantly, the applicant must be community and customer-service oriented, and enjoy working with people of diverse backgrounds.

Key Responsibilities:

- Operate and maintain two computer lab sites for 40 hours a week (20 hours per site)
 - Maintain appearance of two computer labs
 - Work with appropriate staff member to ensure that all equipment is in good working condition and that supplies are available.
- Provide one-on-one digital literacy support for participants.
- Work with DSCDO, Metro West Community Involvement staff and Property Management staff to:
 - Attract participants to programs and conduct outreach
 - Obtain and apply knowledge about community programs such as EITC Tax Prep, Community Financial Centers and Hire Local.
- Teach entry level computer basic programs such as but not limited to:
 - Keyboarding
 - Internet and Browsing
 - Word Processing
 - Emailing
 - Computer and Internet Safety



Additional Responsibilities:

- Assist in the design, development, and implementation of additional computer training curricula and digital literacy classes based on the Instructor's expertise.
- Study and learn new software tools to be implemented in future classes.
- Assist in developing and implementing tools to recruit and retain students.
- Identify grants and additional sources of funds to support ongoing operation of labs and programs.
- Recruit, train and coordinate volunteers to provide additional assistance to users as needed.

Required Qualifications:

- Age Requirement: 18+
- Proficient in Microsoft Office
- Familiar with basic office equipment including copier/scanner
- Comfortable troubleshooting minor computer and printer issues
- Experience teaching digital literacy classes and/or teaching low-income adult populations required.
- Experience working with racially, economically, sexually, and gender-diverse populations as well as low-literacy populations is required
- The ideal candidate will have excellent communication and interpersonal skills and will be energized working in a collaborative environment; they will be flexible, self-motivated, organized, able to work well under pressure

Preferred Qualifications:

- High school diploma. Some college or vocational school recommended but not required.
- BA/BS in education, social work, public health, or related field preferred
- Internet Computing Core Certification (IC3), a Microsoft Certification and/or considerable experience (3 -5 years) strongly preferred but not required.

This position description is not intended to be a complete list of all responsibilities, duties or skills required for the job and is subject to review and change at any time, with or without notice, in accordance with the needs of Detroit Shoreway Community Development Organization. Since no position description can detail all the duties and responsibilities that may be required from time to time in the performance of a job, duties and responsibilities that may be inherent in a job, reasonably required for its performance, or required due to the changing nature of the job shall also be considered part of the jobholder's responsibility.



Physical Demands

Ability to operate a computer and keyboard. Ability to operate a motor vehicle or equipment. May require reaching, standing, walking, fingering, grasping and feeling, and the ability to lift or move objects up to 20 pounds. May require vocal communication for expressing or exchanging ideas, hearing to perceive information at normal spoken word levels, visual acuity for color perception, preparing and analyzing written or computer data, determining the accuracy and thoroughness of work, and observing general surroundings and activities.

WORKING CONDITIONS

Availability for extended hours during peak periods and attendance at evening and week-end meetings. Exposure to inside and outside environmental conditions. The office is located in a smoke-free facility.

COMPENSATION:

- Annual Salary commensurate with experience - \$30,000-\$34,000
- Healthcare coverage available with partial contribution by employer.
- Long term disability insurance is provided by employer; short term disability is available at employee's expense.
- Employer contribution to 403 (B) retirement plan.
- Holiday pay including Martin Luther King Jr. Day, President's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving, the Friday after Thanksgiving, and weekdays from December 24th through New Year's Day.
- Paid Time Off accrued at the rate of one day per month during the first year of employment, then 18 days per year beginning the second year of employment.

EQUAL OPPORTUNITY

Detroit Shoreway Community Development Organization and Metro West Community Development Organization are Equal Opportunity Employers.

Interested individuals should send resumes by email to:

Ashley Wilson
Managing Director

E-mail: Awilson@dscdo.org
Fax: 216-961-8830

Detroit Shoreway Community Development Organization
6516 Detroit Avenue, Suite 1
Cleveland OH 44102

Resumes and Cover letters are due by 5pm on December 28, 2018
NO phone calls please