

Title: Digital Navigator

Reports to: Libraries of Stevens County Digital Navigator Project Manager

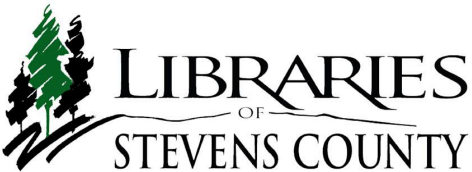
Job Overview: The Digital Navigator provides individualized or small group assistance to community members, who need affordable home internet service, affordable internet-capable devices, and/or coaching in introductory digital skills in order to become effective internet users. This assistance is provided primarily in person, but may also include voice telephone, email, text, video chat, and other communication methods that work for the learner.

The Digital Navigator's work is part of the Libraries of Stevens County's vision to provide a world of information, ideas and possibilities within the reach of every Stevens County resident.

The Digital Navigator position is a paid, temporary contract: \$30/hour, plus approved, work-related mileage. There are no additional benefits. The contract will be terminated on July 1, 2023.

Critical Skills and Aptitudes

- 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 in-person 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, cultural sensitivity and a sense of humor 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, establish appropriate boundaries with clients, and to demonstrate innovation and flexibility.
- Valid driver's license from the State of Washington and proof of vehicle insurance.
- Ability to drive long distance in inclement weather.
- Ability to pass a background check.



Responsibilities and Duties

- Provide ongoing outreach to communities who are experiencing barriers to technology and/or Internet to access resources.
- Work one-on-one with individuals experiencing barriers to access online resources. Act as a liaison and connect people to technology, free or affordable home Internet service options, digital literacy classes, etc.
- Maintain a list of available community resources – including sources of affordable computers or other Internet enabled devices - and share those with communities impacted by digital isolation and other barriers.
- Help individuals fill out paperwork, submit required identification documentation (if they don't have access to a computer/scanner/printer), and support them in getting documentation if they don't have it.
- Travel to locations throughout Stevens County to provide face-to-face programs and assistance with digital equity/inclusion needs, including schools, community centers, Extension office, WorkSource, TriCounty Economic Development, etc.
- Create/maintain relationships and partnerships with relevant local and regional community based organizations.
- Assist with library WiFi hotspot management and tech support.
- Provide/support digital literacy instruction for all ages.
- Define, document, and report out on measurable service goals for digital equity and inclusion initiatives throughout Stevens County.
- If necessary, advise clients about sources of affordable computers or other internet connected devices for which they may qualify, and support their efforts to acquire appropriate devices and where they can get help for repair.
- Interact with patrons in-person, by phone/email, and online.
- Assists with maintaining facilities and equipment as needed; troubleshoots and/or coordinates the repair of equipment.
- Track each client's progress and types of requests, keep accurate and timely records, and report outcomes as required.
- Other tasks as necessary.