



**Title:** Digital Navigator

**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 home internet users. This assistance is provided primarily by voice telephone but may also include email, text, video chat, and other communication methods that work for the learner.

The Digital Navigator's work is part of City Startup Labs' efforts to support equitable internet access for residents of Charlotte as part of the Charlotte Mecklenburg Library's Meck Tech program, as well as other community members experiencing the digital divide..

Digital Navigator is a part-time position, from mid-November through December 31st.

**Responsibilities and Duties:**

- Receive, return, or initiate telephone contact with clients seeking assistance identified by Charlotte Mecklenburg Library for assistance.
- Discuss with each client their home internet access or need for home internet access, technology experiences and their devices.
- Assess their access to technology, current digital skill level pertaining to what they need to accomplish the plan, 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.
- 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 repairs.
- Coach clients as necessary to use their home internet services in order to meet their internet use priorities. This may include both in-person, 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

**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 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, 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
- Training will be provided for these topics and more