



Tech
Exchange

Job Title: Workforce Development Coordinator (Exempt, Full-Time)

Reports To: Director of Programs

Location: Oakland

Schedule: Monday - Friday, 9:00 AM - 5:00 PM (In-Person) - Some Nights and Weekends expected

Pay: \$68,680 Salary/Exempt

About Tech Exchange: Tech Exchange is a nonprofit organization committed to advancing digital equity by refurbishing and distributing technology, offering digital skills training, and supporting broadband adoption in underserved communities. Through our ITAD (IT Asset Disposition) social enterprise, we repurpose donated technology to fund our mission-driven programs while reducing e-waste.

About the Role: The Workforce Development Coordinator is to lead and support our Serve2STEM Workforce Development Program, with a strong focus on expanding equitable access to STEM career opportunities for underrepresented youth. This position plays a critical role in coordinating internship programs, facilitating career development, building employer partnerships, and advancing Tech Exchange's commitment to workforce equity.

A key focus of this role will be supporting the successful launch and implementation of the Library Tech Equity Connection project, a new initiative that places under-resourced youth in paid tech internships at libraries in Contra Costa County. Through this innovative program, the Coordinator will help drive the dual goals of reducing the digital divide and increasing workforce representation in the tech sector.

ESSENTIAL FUNCTIONS:

Serve2STEM Program Coordination

- Recruit, onboard, and support participants in the Serve2STEM pre-apprenticeship program.
- Deliver or coordinate career readiness workshops, including resume building, interview preparation, and LinkedIn profile development.
- Collaborate with Tech Exchange staff and external partners to deliver technical training content and ensure alignment with certification pathways (e.g., CompTIA A+, Network+).
- Support tracking of participant progress, attendance, milestones, and certifications.
- Plan and facilitate employer panels, mentorship connections, field trips, and networking events.

Library Tech Equity Connection Project Implementation

- Coordinate the placement, training, and supervision of interns serving as digital navigators at Contra Costa County libraries.
- Build and maintain strong working relationships with library staff at CCCL and Richmond Public Library to ensure seamless integration of intern support services.
- Collaborate with interns and staff on development and rollout of remote tech support and digital navigation services, including a video support station and online help resources.
- Assist in the development of multilingual digital skills training videos and oversee digital navigator volunteer recruitment and "train-the-trainer" workshop facilitation.
- Monitor project milestones including help desk launches, remote support rollouts, Train-the-Trainer

workshops, and participant outcomes.

Employer and Partner Engagement

- Cultivate and maintain relationships with tech employers, workforce agencies, educational institutions, and community organizations to support internship placements and long-term career opportunities for participants.
- Promote Serve2STEM and Library Tech Equity Connection program offerings through presentations, outreach, and community events.

Data Management and Reporting

- Maintain accurate program data for reporting, evaluation, and compliance purposes.
- Track participant enrollment, training completion, internship progress, and employment outcomes.
- Support continuous improvement by gathering feedback from interns, employers, partners, and community stakeholders.

QUALIFICATIONS:

- Associate degree or equivalent experience; bachelor's degree in workforce development, education, counseling, or related field preferred.
- 3-5 years of experience in workforce development, career services, job placement, employer relations, or a related area.
- Experience working with diverse communities, including individuals from historically underrepresented and underserved populations.
- Bilingual Spanish/English or Cantonese Preferred
- Strong interpersonal and communication skills, with the ability to motivate and support participants.
- Ability to work collaboratively with employers, educators, and community organizations.
- Organized, detail-oriented, and capable of managing multiple tasks and deadlines.
- Proficient with Microsoft Office Suite, Google Workspace, and CRM or data tracking platforms.
- Demonstrated cultural competence and a commitment to equity, inclusion, and social impact.

This job description is a general overview and is subject to modification to meet the evolving needs of the organization and the community. The Digital Navigator will play a pivotal role in bridging the digital divide and contributing to a more equitable and inclusive digital landscape.

COMPENSATION: \$68,640 annually and a comprehensive, generous benefits package.

WORK SCHEDULE: Monday - Friday 9 am - 5 pm (Bay Area Tech Hub Sites including Contra Costa County Library Branches) Some occasional evening and weekend hours expected.

CONTINGENCIES:

This offer is contingent upon you providing the items indicated below. These must be completed prior to your first day of work:

CRIMINAL BACKGROUND CLEARANCE AND TB SCREENING: Your work WILL NOT place you in direct contact with OUSD students.

CRIMINAL BACKGROUND: Employees who come into direct contact with any OUSD students must undergo fingerprinting and criminal background checks through the California Department of Justice and the Federal Bureau of Investigation. Tech Exchange extends this requirement to all types of employees if they are deemed to have more than limited contact with District students.

TUBERCULOSIS CLEARANCE: Employees who come into direct contact with any OUSD students must submit proof of a clear TB screening and/or chest x-ray. The submitted documents must:

(A) be signed and dated by a physician who;

(B) reports the results of a TB skin test or chest x-rays from private physicians or health facilities. The date of the test must be in the last four years.

BENEFITS:

Competitive salary and benefits package.

Opportunity to make a tangible impact on underserved communities.

Professional development and growth within a mission-driven organization.

To apply please submit your resume and cover letter to jobs@techexchange.org. In your cover letter, please highlight your relevant experience in workforce development, internship, digital equity, digital literacy, and inclusion programs, as well as your commitment to fostering diversity and inclusion. Applications will be reviewed on a rolling basis until the position is filled.