



DESCRIPTION OF DUTIES

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| Job title | Program Coordinator – (San Jose) |
| Supervisor | <i>Program Manager – San Jose Digital Inclusion</i> |
| Work Site | San Jose/Santa Clara County |

JOB PURPOSE

The Program Coordinator plays a crucial role in advancing digital equity and inclusion initiatives for the San Jose Digital Inclusion Fund programs and services. This role involves working closely with community members, partners, and stakeholders to ensure that individuals have equitable access to digital resources, tools, and information. The coordinator will focus on bridging the digital divide by providing support, guidance, and resources to underserved populations in San Jose and Santa Clara County, ultimately empowering them to navigate and utilize digital technologies effectively. The role will oversee the implementation of ACP enrollment services, Digital Literacy Skills classes and workshops, and tech support services among other initiatives.

The Program Coordinator will key assist in implementing digital equity projects. The coordinator will play a key collaborative role in ensuring that KPIs for projects are reached.

DUTIES AND RESPONSIBILITIES

- Collaborate with local communities, organizations, and individuals to understand their specific digital needs and challenges.
- Organize workshops, seminars, and outreach programs to promote digital literacy and inclusion. Specifically organize ongoing schedule of digital literacy classes at various public institutions and organizations throughout San Jose and Santa Clara County.
- Direct Digital Navigators to programs, events, initiatives, and the implementation of workshops and classes throughout San Jose and Santa Clara.
- Establish data tracking and impact measurement protocols to ensure all pertinent program data is accurately captured.
- Assist community members in setting up and using digital devices, software, and online platforms.
- Gather data and insights to inform the development of targeted programs and interventions.
- Create and curate educational resources, guides, and tutorials to enhance digital skills and knowledge. This includes the implementation of digital literacy classes and workshops.
- Develop materials that address specific needs, such as online safety, basic computer literacy, and job search skills.
- Collaborate with local schools, libraries, non-profits, and government agencies to expand access to digital resources.

- Build and maintain relationships with external stakeholders to leverage resources and support for the digital equity mission.
- Prepare regular reports for organizational leadership and funders, detailing program outcomes, challenges, and future recommendations.
- Other duties as assigned by the San Jose Digital Inclusion Program Manager

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

QUALIFICATIONS

- Bachelor's degree in a related field (e.g., communications, social work, education, public administration).
- Demonstrated commitment to social justice, equity, and inclusion.
- Strong interpersonal skills and the ability to work with diverse communities.
- Proficiency in digital technologies and online platforms.
- Experience in community outreach, program coordination, or education is a plus.
- Excellent communication skills, both written and verbal.
- Ability to work independently, manage projects, and meet deadlines.
- Cultural sensitivity and awareness of the unique needs of marginalized populations.

Salary Range: \$52,000 – \$62,000 and a comprehensive generous benefits package.

WORK SCHEDULE

The following work schedule is tentative and may be adjusted from time to time to meet the needs of the project: M-F 9am – 5 pm with some weekend hours expected. Work site(s) will be in Solano County.

To apply please submit your resume and cover letter to jobs@techexchange.org. In your cover letter, please highlight your relevant experience in 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.*