



## DESCRIPTION OF DUTIES

Job title	Community Programs Coordinator – (Alameda County)
Supervisor	<i>Director of Programs</i>
Work Site	<i>Oakland TechHub/(Hybrid)</i>

### JOB PURPOSE

The Community Programs Coordinator supports the efforts of Tech Exchange’s community programs including but not limited to #OaklandUndivided, ACP enrollment programs, digital literacy and tech distribution efforts, among other key programs. In addition, this position plays a key support role in the managing of partnerships for the organization, including but not limited to tech distribution donations, internship workforce development partners, among others. Under the direct supervision of the Director of Programs, the Community Programs Coordinator will be a key member of the tech exchange’s leadership team, playing a supportive and collaborative role in the effective implementation of Tech Exchange’s programs and initiatives.

This role focuses on ensuring equitable access to digital resources for underserved populations in Alameda County. The coordinator will bridge the digital divide by providing support and resources to empower individuals in utilizing technology effectively. Responsibilities include overseeing ACP enrollment services, Digital Literacy Skills classes/workshops, and tech support services.

### DUTIES AND RESPONSIBILITIES

- Provide direct support to connect Oakland students & families with digital resources (i.e internet, hotspot, tech support and digital literacy)
- Play a lead role organizing, promoting and facilitating community events in the deployment of the Affordable Connectivity Program (ACP) and informational tabling to promote Tech Exchange.
- Coordinate and track outreach to families using multiple touchpoints (call, text, email, flier, etc) and record outreach on Salesforce. Establish data tracking and impact measurement protocols to ensure all pertinent program data is accurately captured. Provide guidance and support to other program staff to accurately capture support services on databases.
- Develop deliverables to support the implementation of all phases of #OU: Assessing need, distribution, inventory, replacement, and collection.
- Assist/collaborate with local school Site Technology Leads, teachers/staff, families, and community partners in developing solid partnerships and enhancing communication between parents/families and school staff.
- Meet weekly with Director Programs and attend Committee meetings to assess progress and troubleshoot challenges related to the key priority areas.
- Play a key collaborative role in implementing community engagement initiatives for digital literacy, ACP,

Tech sales, and other pertinent areas as needed and/or directed.

- Translates a variety of documents including literary, educational, and marketing materials
- Monitor data dashboards and use to drive critical decisions around student technology access and/or program impact
- Organize workshops, seminars, and outreach programs to promote the Affordable Connectivity Program. Specifically organize an ongoing schedule of ACP enrollment support at various public institutions and organizations throughout Alameda County.
- 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.
- Gather data and prepare regular reports for organizational leadership and funders, detailing program outcomes, challenges, and future recommendations.
- Other duties as assigned by the Director of Programs

This job description is a general overview and is subject to modification to meet the evolving needs of the organization and the community. The Community 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.
- Bilingual Spanish (*Preferred*)

Salary Range: \$60,000 – \$70,000 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 Alameda County.

**To apply please submit your resume and cover letter to [jobs@techexchange.org](mailto: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.**