POSITION TITLE: DIGITAL NAVIGATOR
Date Available: Immediately
Number of Positions: 1
Hourly Rate: $26.83

Job Overview: The Digital Navigator provides individualized or small group assistance to community members who need coaching in introductory digital skills in order to become effective home Internet users. This assistance is provided primarily in-person, 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 the Ferguson Library’s efforts to broaden equitable internet access and improve technology literacy for Stamford residents.

The Ferguson Library is striving to be an anti-racist and equitable organization. Our staff are people with different strengths, experiences and backgrounds who share a passion for improving people’s lives through education, resources and services. Diversity not only includes race and gender expression but also age, disability status, veteran status, sexual orientation, religious beliefs, and many other parts of one’s identity. We are deliberate and self-reflective about the kind of culture and workplace we aspire to create.

Responsibilities and Duties

- Work one-on-one with library users via appointment or drop-in sessions.
- Assist community members to identify a digital literacy goal, then provide the digital skills training and tutoring needed to achieve said goal.
- Receive, return or initiate telephone contact with library users seeking assistance or identified by the library and its partners for assistance.
- Discuss with each client their home Internet access or need for home Internet access, technology experiences and their devices.
- Creates individual learning plans based on each client’s digital navigation goals.
- Tracks each client’s progress and types of requests, keeps accurate and timely records, and reports outcomes.
- Participates in community events to advertise the library’s digital navigation program.
- 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.
- Proficiency in a language second to English preferred.
• Sensitivity and skill in working with the public and staff. Maintains a positive attitude.
• Excellent telephone and online communication skills, including the ability to establish trust with clients of varied educational and cultural backgrounds.
• 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.

Interested parties must send a resume and cover letter by Friday, January 26, 2024, to Anthony Marrocolla at apply@fergusonlibrary.org with the position title clearly stated in the subject line.