

Digital Literacy and Skills Coordinator

The NC Cooperative Extension -Randolph County Center Digital Literacy and Skills Coordinator will provide opportunities and experiences for Randolph County residents to increase their knowledge and skills for using digital resources to help them earn, learn or be well. The Coordinator is a subject matter resource for current and emerging digital technologies.

This Coordinator will interact with the public through the delivery of skill-building programs and provide broadband access information and resources to increase the adoption and utilization of digital resources in Randolph County. This position will be responsible for providing leadership to the Digital Skills Training Corps (DSTC) in Randolph County. The DSTC will help increase the digital skills capacity in Randolph County by providing training and coaching opportunities.

REQUIRED QUALIFICATIONS:

- Bachelor's Degree in the subject area of Technology, Information Sciences, and/or Education or Equivalent Education. *Associate Degree with 2 yrs transferrable program/functional experience may substitute.*
- Relevant field experience in Cooperative Extension, Information Management, Adult Education, Communications, or a closely related field preferred.
- Ability to meet travel requirements associated with this position.
- Ability to work flexible hours which may include evenings and/or weekends, as appropriate.
- Ability to clearly communicate (speak, read and write proficiently) in English.
- Ability and willingness to work with diverse audiences and maintain cultural sensitivity.
- Ability to relate effectively to co-workers, advisors, community and professional leaders.
- Demonstrated ability to plan, teach and evaluate informal educational programs through a variety of delivery methods to reach individuals and groups.
- Ability to communicate effectively, clearly, and tactfully through verbal, written and electronic methods.
- Ability and willingness to work with a high degree of integrity, accuracy, organization, sound professional judgment, and the ability to handle confidential, sensitive information.
- Ability to work independently, organize workload, handle administrative detail, work under pressure and establish priorities according to Association requirements.
- Ability to organize, manage, and prioritize multiple tasks, deadlines, requirements, and priorities to complete work in a timely manner and within established deadlines.
- Ability to work in a typical office environment which may include lifting, moving, and/or transporting office supplies, work-related materials, and equipment with or without accommodation. The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals to perform the essential functions.

PREFERRED QUALIFICATIONS:

- Coursework in areas of education, computer science, information science and communications preferred.
- Three years of relevant experience, knowledge, and experience in similar programming.

- Experience in guiding and collaborating with volunteers.
- Ability to identify and develop volunteer leadership.
- Ability to effectively participate in professional team efforts.
- Ability to communicate effectively through verbal, written and visual channels using traditional methods and educational tools, as well as electronic technology (e.g., video, audio, computers, etc.).
- Ability to identify and utilize program resources from the organization and the community.

ESSENTIAL FUNCTIONS:

Program Delivery - 5%

- Deliver high-quality educational programs, activities and participate in special programmatic projects including but not limited to volunteer trainings, fundraising, and other extension Association activities, as assigned.
- Utilize a variety of educational methods which may include direct teaching, group experiences, media, newsletters, electronic technology, internet, and distance learning to deliver program.
- Serve as subject matter resource for digital literacy and skills issues, utilizing existing subject matter resources and connection to N.C. Cooperative Extension faculty, Regional N.C. Cooperative Extension Teams, local organizations, and partner agencies to provide resources for individuals and groups.
- Represent N.C. Cooperative Extension before the public, community leaders, government officials, N.C. Cooperative Extension or other land grant universities in a professional manner as part of program delivery.
- In conjunction with supervisor, and program development committee, provide Digital literacy and skills educational programs and Master Digital Skills Training Volunteers to meet identified needs and diverse interests of individuals and groups within the community.
- Foster acceptance of program, methods, and policies to address community and individual needs and consider diverse audiences.

Program Evaluation - 5%

- Interact with program participants, Association staff, program committees, county/community leaders, and other key stakeholders to collect evaluation data for improving programs.
- Recommend program changes to strengthen and improve programs.
- Communicate evaluation results and findings.
- Meet the evaluation and reporting requirements of all funding partners.
- Assist and provide information to any outside evaluators and assessments connected to the program.
- Support and participate in collaborative research projects with other local and regional team members, university and extension faculty and staff, significantly in developing and reporting measurable, outcome-based project goals.

Administrative Direction - 5%

- Assist with planning the delivery of established educational program goals. Assist with making programmatic changes based on evaluation outcomes and to meet changing local priorities.
- Assist in structuring programs to meet the needs of diverse program participants.
- Assist with establishing program goals and priorities.
- Assist with development of marketing strategies, public affairs and special events to reach target audiences and meet program objectives.
- Assist in identifying community and fiscal resources for program continuance and enhancement.
- Provide supervisor with program related information to assist the budget development process.
- Develop effective communication and working relationships with appropriate industry partners, other educational institutions, governmental agencies and organizations

Administrative Management - 10%

- Assist with ensuring volunteer direction and management procedures are followed according to established policies and procedures by providing guidance, leadership and resources for volunteers and volunteer leaders including recruitment, screening, orientation, training, evaluation, and management.
- Assist with solving problems and resolving conflicts that arise within the program utilizing appropriate policies and procedures and with supervisor guidance as needed.
- Assist Supervisor by performing administrative tasks in guiding the implementation of the program budget (i.e. track expenses, provide support for purchasing).
- Assist with effectively managing program budget allocations.
- Assist in identifying ways to reduce costs and maximize existing resources within the Association.
- Assist with monitoring program financial status to ensure compliance with funding requirements, program budget, grant specifications, and adherence to Association strategies/Plan of Work.
- Act as point of contact and provide guidance to the Master Digital Skills Training Volunteers within the County.

Administrative Coordination/Operation - 70%

- Assist with identifying activities and resources necessary to implement initiatives and projects.
- Maintain and prepare teaching materials necessary for digital literacy and skills programs applying existing subject matter knowledge.
- Maintain communication with constituents and the community through a variety of methods such as contributing educational articles to program newsletters, e-mails, electronic technology, internet, social media, website postings and content to increase program visibility and to address agriculture and natural resource issues.
- Assist with coordination of marketing and promotion of digital literacy and skills programming through public relation initiatives and networking/collaborating with government, economic, educational and other organizations.

- Coordinate Master Digital Skills Training Volunteers to meet identified needs and diverse interests of individuals and groups within the community.
- Provide educational program efforts via mass media including contributing articles to local newsletters/magazines, utilizing emails, phone messages, and website postings.
- Effectively maintain communication and working relationships with appropriate industry partners, other educational institutions, governmental agencies and organizations
- Provide moderately complex administrative tasks in the implementation of the budget to include, but not limited to assisting with allocating budget amounts and providing input for the preparation of the budget.
- Prepare and submit accurate expense reports, mileage reports, receipts/supporting documentation, and/or vouchers in a timely manner per established policy and procedures.
- Maintain confidentiality of all information and data collected.
- Provide data and information to assist with the preparation of reports, impact statements, and success stories for funders, advisory committees, Board and others as requested.
- This position may require the transport of self and/or program materials/resources in performing position responsibilities.

Professional Improvement and Other Duties as Assigned - 5%

- In cooperation with the County Extension Director, jointly develop and pursue a professional development plan as a means to increase competencies relative to position accountabilities and to address changes in programming and association priorities.
- Participate in all required orientation, training, and/or in-service meetings and trainings as scheduled/required.
- Pursue personal growth through expanding personal knowledge of the total organization and through updating techniques and technical skills relating to the position.
- Carry out assignments and other duties as assigned by supervisor, including but not limited to local fairs, community activities, etc.
- Collaborate in activities that are in general support of N.C. Cooperative Extension including but not limited to attendance at staff meetings, timely reporting of expenses, working with other staff, general marketing of Cooperative Extension programs and other duties as assigned.
- Maintain regular and predictable attendance and punctuality.

Health and Safety - Applies to all duties and functions

- Support the association to maintain a safe working environment.
- Be familiar and strive to follow any applicable federal, state, local regulations, association health and safety policy/procedure/requirement and standard.
- Act proactively to prevent accidents/injuries and communicate hazards to supervisors when identified.

EEO/EPO and Policy - Applies to all duties and functions

- Conduct all programming and activities in accordance with the Civil Rights Act, Title IX Rehabilitation, Americans with Disabilities Act, and local, state, and regional affirmative action plans.

- Appreciate and embrace diversity in all interactions with clientele, staff, volunteers and the public.
- Assist N.C. Cooperative Extension system in reaching out to diverse audiences.
- Represent N.C. Cooperative Extension to the public, community leaders, colleagues, volunteers, members of University faculty and staff, government officials and the general public in a professional manner.
- Aware of, and adheres to, established N.C. Cooperative Extension policies, procedures and professional standards.
- Contribute to the overall success of the organization by performing all assigned duties in a professional, timely, and accurate manner.
- At all times act in a professional Customer Service manner including but not limited to business-like demeanor, tactful communications, cooperative, helpful, positive and receptive manner.

POSITION DETAILS:

This is a non-exempt position, scheduled to work 40 hours per week.

COMPENSATION and BENEFITS:

Competitive hourly wage commensurate with experience.

Excellent benefits, based on eligibility, including:

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APPLICATION DEADLINE:

Review of applications will begin immediately.

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APPLICATION INSTRUCTIONS:

To be considered for this position, you must:

- (1) Complete *ALL* sections of the Randolph County Employee application including your name, full contact information, experience, and education.
- (2) Include a Cover Letter
- (3) Include a Resume

No relocation or VISA Sponsorship available.

Job Title:

Digital Literacy and Skills Coordinator

Level:

Pay Rate Type:

Salary

Company:

N.C. Cooperative Extension - Randolph County Center

Contact Name:

Kenneth Sherin

Number of Openings:

1