



Land of Sky Regional Council's WestNGN program seeks to contract for a Digital Navigator to help close the digital divide in Buncombe County. The Digital Navigator acts as a resource for individuals or small groups regarding connectivity services information, devices, and foundational digital skills to enable people to become effective internet users. The navigator will work in person and remotely to provide this assistance, depending on what works for each learner. This position is a key component in bringing connectivity to citizens and addressing equity issues in Buncombe County.

WestNGN Digital Navigator contract is a part-time limited \$20 per hour contract. Work will vary from creating courses based on specific skills (ex. ZOOM usage, basic computer skills, google suite, etc) and working directly one-on-one with individuals.

Responsibilities and Duties

- Coordinate with the Asheville Housing Authority and other local agencies to identify clients. Specifically, identify populations of senior citizens, low-income, formerly incarcerated, and English as a second language individuals.
- Create a marketing strategy to engage diverse equitable audiences.
- Initiate contact with clients seeking assistance.
- Identify the needs of each client or site host and assess existing access to technology and digital skill level.
- Educate and coach clients on connectivity services, devices, and foundational digital skills.
- Connect clients to outside resources such as affordability services, device lending, and other digital skills opportunities.
- Develop a site training program in coordination with the Asheville Housing Authority.
- Develop a detailed strategy to distribute digital skills across the county.
- Other tasks as necessary.

Critical Skills and Aptitudes

- Ability to embrace the challenge of learning and teaching basic technological concepts.
- Excellent self-organization.
- Excellent interpersonal and digital and non-digital communication skills, including cultural sensitivity.
- Desired language skills in language other than English.
- Ability to provide excellent customer service, establish appropriate boundaries with clients, and to demonstrate innovation, flexibility, and sense of humor working with diverse populations.
- Ability to creatively solve problems and negotiate and handle stressful situations positively.
- Ability to provide excellent customer service and build trust and relationships with clients.

Please send any questions, resume/proposal, and cover letter to sara@landofsky.org . First review of applicants will occur June 6th with interviews to follow.

