Digital Divide Coordinator

Description:

Access Technologies, Inc. is a dynamic statewide company that is growing, and currently seeking a full time Digital Divide Coordinator to JOIN OUR TEAM.

The Digital Divide Coordinator will act as a point of entry to coordinate services and walk clients into the assistive technology world at the level needed, to triage and connect clients to appropriate resources and provide training to help reduce social isolation and increase access to technology and connectivity to access their community and tele-health.

Serve individuals who are aging (60 and older) and individuals with disabilities, as well as to support entities such as senior centers, nursing homes, senior and disabled services, etc. with the implementation of a virtual platform program (whose purpose is to connect to online learning and engagement) to be provided by Access Technologies, Inc.

About Our Company:

Access Technologies, Inc. is a non-profit organization whose mission is to assure that persons with disabilities in Oregon will be able to secure and effectively use assistive technologies.

Access Technologies, Inc., provides information concerning the functions of, access to, availability of, and funding for assistive technologies, which may allow individuals with disabilities the opportunity to more fully participate in society. Such activities are designed to impact immediate personal opportunities and larger provider, funding, and advocacy systems which will expand such opportunities in the future.

ATI provides such services under grants, contracts and other funding.

This position in part is being funded through the Administration for Community Living (ACL) Expanding Public Health Workforce grants for state assistive technology programs to expand the workforce that supports public health for people with disabilities, their families, support providers, and network staff and volunteers.

About the Position:

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services, etc. with the implementation of a virtual platform program (whose purpose is to connect to online learning and engagement) to be provided by Access Technologies, Inc.

- Answering inbound technical support calls;
- Providing a pleasant client interaction and maintaining call control by using communication tactics;
- Engaging clients to assess their situation, wants and needs in order to provide
- Connecting clients to community resources; funding sources and grants;
- Connecting clients to accessible digital resources;
- Helping clients connect to internet services with Wi-Fi;
- Providing support for clients to access telehealth related services; online resources;
- Providing support for clients to community activities to reduce social isolation, including online grocery, ordering and delivery apps;
- Providing group trainings, remotely or in-person to clients to instruct on basic device operations, connect to Wi-Fi, help teach the built-in accessibility features of devices and connect to the virtual platform, as appropriate;
- Preparing computers and tablets to be shipped to clients.
- Connecting clients with AT Act program activities such as device loan, demonstration, reuse, financing and other services;
- Referring clients to comprehensive assistive technology services such as AT evaluations and AT training, as appropriate (not covered under grant activities);
- Training with internal and external partners on general assistive technology services, activities, and devices (including Train the Trainer);
- Performing outreach and connecting with underserved populations, including non-English speaking populations, ethnicity, geography, disability, income, sexual orientation, and gender identity;
- Providing tech support, training materials and/or training sessions to senior centers and other entities and their clients to connect to and access virtual platforms;
- Collecting in-depth data, conducting data entry and reporting for federal and state reporting requirements.

Qualifications:

The successful candidate enjoys working as a member of a team, as well as independently; is customer oriented with customer service skills; has excellent written and oral communication skills; has experience with recordkeeping systems; is familiar with computers and various types of current office software; has experience working with persons with varying degrees of ability; Bilingual: English and Spanish helpful; and has the ability to lift, twist, bend, stoop, and kneel, repetitively.

Some of our benefits:

Access Technologies, Inc. believes it's important to take care of good employees. Our benefits include paid health insurance, thirteen paid holidays, paid earned time off and a company paid retirement plan.

What we're looking for…

You'll need to have:

- Bachelor's degree
- Experience with current Mac, Windows, Apple and Android operating systems.
- Experienced with remote access support.
- Experience supporting mobile devices and supporting users from a remote location.
- Ability to be professional and courteous.
- Ability to be a self-starter and work well in a team-based environment.
- Experience working with diverse population, including seniors and people with disabilities.
- Excellent written and oral communication skills.
- Experience with report writing and recordkeeping systems.
- Must be customer oriented with customer service skills.
- Ability to work independently with minimal supervision
- Ability to lift, twist, bend, stoop, and kneel, repetitively.
- Knowledgeable in general office procedure.
- Ability to lift up to 50 pounds.

Equal Employment Opportunity

We're proud to be an equal opportunity employer - and celebrate our employees' differences, including race, color, religion, sex, sexual orientation, gender identity, national origin, age, disability, and Veteran status. At Access Technologies, Inc., we know that diversity makes us stronger. We are committed to a collaborative, inclusive environment that encourages authenticity and fosters a sense of belonging. We strive for everyone to feel valued, connected, and empowered to reach their potential and contribute their best.

COVID-19

Access Technologies, Inc., provides in-person services to individuals with compromised immune systems including seniors and individuals with disabilities. Therefore, the company follows COVID-19 protocols for healthcare facilities. Access Technologies, Inc. provides reasonable accommodations consistent with legal requirements (e.g., for medical, religious, or state law recognized reasons).

All employees are required to pass a Drug/Alcohol and Criminal Background check

HOW TO APPLY: Submit resume, cover letter, and three recent letters of reference to:
                  info@accesstechnologiesinc.org