



Job Description: Digital Navigator –Wabanaki Tribal

Under the supervision of the Digital Navigator Program Manager, the Wabanaki Tribal Digital Navigator is a trusted guide who assists residents of the Maine tribal community to which they are assigned with internet adoption and the use of computing devices. Digital Navigators help demystify technology by providing one-on-one, ongoing assistance to connect residents to affordable internet, devices, digital skills training, and Affordable Connectivity Program application support.

This position is based in one of five Maine Wabanaki Tribal in which the Digital Navigator resides. The Digital Navigator assists with participating in the NDEC Partner Onsite Class Program, including serving as a class facilitator. They also assist individuals who need one-on-one help as part of an NDEC Individual Learning Plan, helping them select and attend classes that will further their digital skills. They assist individuals inquiring about affordable internet, especially with regard to the FCC Affordable Connectivity Program. This is an hourly position up to half-time.

The Digital Navigator will exemplify the mission and goals of the NDEC with a commitment to helping people attain their digital inclusion goals.

Job Requirements:

- Familiarity with NDEC’s catalog of classes, as well as its programs and services
- Ability to assist locations within their tribal community with joining the NDEC Partner Onsite Class Program, including serving as class facilitator and recruiting and training volunteers.
- Ability to teach individuals how to perform basic digital skills (e.g., creating an email address).
- Understanding of the nuances of applying to the FCC Affordable Connectivity Program and the ability to coach eligible individuals in choosing an ISP that will meet their connectivity needs.
- Professional training opportunities as it pertains to performance of duties
- Travel is required as a part of this position (reliable vehicle is needed)
 - Must have a valid Maine Driver’s License
 - Must have auto liability insurance
- Other tasks as necessary.

Qualifications:

- Resident of a Maine tribal community in which they will serve
- The ability to guide and teach individuals to learn basic digital skills
- A passion for breaking down the digital divide within their community
- Excellent communication skills, compassion, and patience.
- Ability to establish appropriate boundaries with clients.

General Expectations:

- Maintain a courteous and professional manner
- Maintain high aesthetic and technical standards for work
- Represent themselves and NDEC appropriately.
- Follow the NDEC Code of Conduct.
- Promote the Mission, Vision & Purpose of NDEC.

Signature	Date of Birth	Date
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