



MEETING OUR COMMUNITY'S NEEDS
NEIGHBOR TO NEIGHBOR

People's Resource Center

Job Posting – Computer Training Coordinator – Western DuPage

POSITION OVERVIEW

PRC is hiring a **Part-Time (20 hours/week) Computer Training Coordinator – Western DuPage** to coordinate the activities of the Computer Training program located in Western DuPage according to program goals and strategies while collaboratively working with the Computer Training Coordinator – Eastern DuPage. This person will be part of the Computer Training Program team including over 100 volunteers and supervised by the Director of Adult Learning and Literacy. Computer and software training classes are offered at our Wheaton location, our Westmont location, and over 10 partner organizations throughout DuPage County during daytime, evening and Saturday hours.

Candidate must have a valid driver's license and access to a vehicle. The schedule is 4 hours per day Monday through Friday and candidate must be able to flex this schedule to work evenings and weekends when necessary to meet classroom needs.

Essential Responsibilities

- Contribute to computer training program conception, design, and functionality.
- Create, coordinate, provide and/or supervise training and workshops for Computer Training clients.
- Train volunteers on database functions and use that to support program goals.
- Assist Program Director in developing, maintaining and communicating training and development materials for clients and volunteers to ensure an effective and progressive computer training program.
- In collaboration with Volunteer Coordinator, identify, implement and improve upon the process of recruiting and screening computer training volunteers.
- Interview, select, orient, train, support and recognize computer training volunteers.
- Monitor, evaluate and coach volunteers in methods to improve teaching effectiveness.
- Maintain and utilize an effective and accurate computerized system of data for the Computer Training program, including creating queries and ad hoc reports for staff and grant purposes.
- In collaboration with Community Partnerships Coordinator, assist in maintaining high levels of enrollment and positive relationships and partnerships with community organizations.
- In collaboration with Administrative Supervisor, ensure client class registration and instructor class assignments are accomplished while maintaining a high level of customer service.

Position Requirements

Education and Experience

- Bachelor's degree from an accredited college or university required
- 3 years' experience teaching in a classroom setting required
- 3 years' supervisory experience required
- Experience working with volunteers or providing customer service preferred
- MOS Certification preferred



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POSITION OVERVIEW, continue

Essential Skills, Knowledge, and Abilities

- Interest in adult education and computer training
- Excellent organization and time management skills; oral and written communication skills; customer service skills
- Enthusiastic and has a positive attitude toward helping others
- Able to work effectively with a diverse population including people with various skills, backgrounds, from other countries and speaking other languages
- Able to exercise professional judgment to resolve moderately complex problems
- Computer proficiency required in MS Office, Outlook, Internet search engines and Google Apps.

All candidates must be committed to PRC's mission, vision, and community focus; enjoy working in a social service organization and be able to work independently, collaboratively, with a team and with volunteers.

APPLICATION PROCESS

To apply, please send your resume, cover letter, and salary requirements to resumes@peoplesrc.org.

DEADLINE TO APPLY FOR THIS POSITION IS WEDNESDAY, MAY 31, 2017

No phone calls, no faxes please. People's Resource Center is an Equal Opportunity Employer.
This job posting can also be found on our website www.peoplesrc.org - About PRC - Employment Opportunities