



MEETING OUR COMMUNITY'S NEEDS
NEIGHBORS TO NEIGHBORS

People's Resource Center - Job Posting Computer Access Coordinator - Nonprofit

PRC is hiring a Computer Access Coordinator to coordinate the activities of the Computer Access Program including computer repair, refurbishing, and digital inclusion services. This position will work from our 201 S. Naperville Road location in Wheaton, IL. The Computer Access Coordinator will work closely with all program volunteers who repair and refurbish computers. This is a 30-hour/week, full-time position, and is eligible for all benefits noted below.

BENEFITS

- Medical Insurance – HMO and PPO (80% employer paid)
- Dental Insurance – PPO (80% employer paid)
- Flexible Spending Account
- Short Term Disability (100% employer paid)
- Life Insurance (100% employer paid)
- SIMPLE IRA retirement plan & company match
- 23 days of Paid Time Off (PTO)
- 12 paid holidays

ESSENTIAL FUNCTIONS

- Contribute to Computer Access program conception, design, and functionality
- Ensure program procedures, guidelines and protocols are followed in the receipt and distribution of computer equipment
- Receive and respond to inquiries for donating or receiving computer equipment (in person, web form, phone and voicemail)
- Identify and maintain new relationships for computer, laptop, and Chrome Book donations
- Respond to any inquiries and requests made to the program (i.e. client requests, provide referrals, etc.)
- Screen and register clients seeking a refurbished or new computer according to program protocols
- Receive, sort, and make decisions regarding use of donations (use or recycle)
- Maintain an inventory and storage system for donated equipment per program protocols
- Using current inventory of parts and programs, repair and/or refurbish computers to the standard level of acceptance for use
- Interview, select, orient, train, support and recognize program volunteers
- In collaboration with Volunteer Department Coordinator, recruit program volunteers, and identify improvements to the screening and selection process
- Maintain and utilize an effective and accurate database for record keeping of the computer access program
- Monitor and maintain a Digital Navigator program, including oversight of Digital Navigator volunteers

EXPERIENCE/EDUCATION

- Bachelor's degree or 5 years of related IT experience in lieu of a degree
- 3 years of experience working in Windows PC repair or other IT environment
- CompTIA A+ or CompTIA Network+ certification preferred
- Preferred experience in understanding the Affordable Connectivity Program (ACP) and the Digital Navigator model

SKILLS/KNOWLEDGE

- Commitment to PRC's mission, values, and community focus
- Enjoys working in a social service organization and with clients
- Ability to work independently, with a team, with volunteers, and with diverse groups of people
- Ability to supervise volunteer staff
- Must demonstrate professionalism, flexibility, good judgement and commitment to teamwork
- Able to exercise professional judgement to resolve moderately complex problems
- Excellent organizational and communication skills
- Ability to effectively promote PRC and the Computer Access Program to other organizations
- Able to maintain a high level of confidentiality
- Demonstrated ability to work with linguistically and culturally diverse client population
- Proficient in MS Word, Excel, Outlook, and Internet search engines

ORGANIZATION OVERVIEW

People's Resource Center (PRC) is a not-for-profit, social service organization founded in 1975 by community members looking to help neighbors who were facing financial hardship. Inspired by social justice heroes like Martin Luther King, Jr., Dorothy Day and Jane Addams, founders Dorothy McIntyre, Father Tom Peyton and a group of volunteers sought to do more than start a local food pantry.

With a team of over 1,600 volunteers supported by 47 employees, PRC offers free emergency needs assistance and educational programming. Our emergency and basic needs services include food assistance, clothing, financial assistance, homeless prevention services, and referrals for medical and dental care. Job search assistance, adult basic education and literacy, computer training and access, and art enrichment equip individuals with the tools and resources they need to build stronger futures.

APPLICATION PROCESS

To apply, please send your resume, cover letter, and minimum pay requirement to resumes@peoplesrc.org

Applications will be accepted until the position is filled.

No phone calls, no faxes please. People's Resource Center is an Equal Opportunity Employer.

www.peoplesrc.org