

## **Computer Learning Center Coach**

### **Summary**

The Computer Learning Center Coach is a mission critical, technical and program support position responsible for assisting in the instruction of a particular aspect/class of the Computer Learning Center in order to fulfill the requirements for a sustainable program offered by Partners. This position reports to the Computer Learning Center Coordinator.

### **Responsibilities**

- Assists with the instruction of seniors aged 50 and older in basic computer classes including but not limited to word processing, internet use, greeting card making, e-bay, etc.;
- Demonstrates the ability to work effectively in a multi-tasking, highly personalized environment;
- Exercises professional judgment and maintains a high level of confidentiality;
- May supervise other program/administrative staff as needed;
- May oversee a volunteer service unit and supervise volunteers;
- Demonstrates accountability for achievement of specific tasks and objectives related to the Fairhill Strategic Plan;
- Performs other duties as assigned.

### **Qualifications**

- Minimum five (5) years successful, administrative experience or equivalent specialized education;
- Experience working with all levels of management as well as front line staff; experience working with intergenerational populations and/or older adults preferred;
- Proficient in the use of position-related software and tools, as well as MS Office 2000 products; Internet skills; knowledge of the internal workings of a computer;
- Friendly and patient with good communications skills;
- Professional appearance, attire and demeanor.