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1731 SE 10th Ave
Portland, OR 97214
503.232.9350
info@freegeek.org
www.freegeek.org

JOB TITLE: Spanish Volunteer and Outreach Coordinator

CLASS: Bargaining Unit

CATEGORY: Regular (after Probationary)

STATUS: Full-Time, Hourly Wage, Non-Exempt

BENEFITS: Eligible

REPORTS TO: Front Desk & Volunteer Coordinator

JOB SUMMARY:

This position develops Spanish-language program support at Free Geek to expand access to a broader, more diverse community of volunteers and interns. Coordinating this support involves identifying program and volunteer needs and exploring sustainable solutions, delegating responsibilities when appropriate and filling in when necessary. This position works with Free Geek's public relations structures and staff from all related areas of Free Geek, including but not limited to the Front Desk, Pre-Build, Build, Education and Tech Support. This position is represented by a union, and union membership is mandatory upon hire.

DETAILED RESPONSIBILITIES:

- * Recruit bilingual volunteers and interns.
- * Ensure that Spanish-language volunteer orientation tours are covered and fill in as needed.
- * Work with Education Coordinator to support Spanish language classes, ensure classes are covered, and fill in as needed.
- * Coordinate and facilitate meetings as needed.
- * Translate, develop and maintain Spanish documentation programs and general organizational information and outreach; update and print flow charts and other documentation on Free Geek's wiki as needed.
- * Maintain Spanish-language educational equipment and supplies.
- * Schedule volunteer shifts accurately and make reminder calls for instructors and program participants; communicate instructor schedules with area coordinator.
- * Maintain communications among volunteers and staff, especially the Spanish-language e-mail list.

- * Greet visitors, answer a multi-line phone, check messages and relay them to appropriate places.
- * Accept & process donations, perform data entry, use a cash register, and process till at closing.
- * Prioritize lobby visitors appropriately, print volunteer handouts daily and maintain a steady stream of available coffee for volunteers.
- * Teach basic troubleshooting skills, hardware vocabulary and Free Geek's system evaluation process to Build volunteers as needed.
- * Ensure that new volunteer instructors in Spanish and English receive adequate training and support.
- * Welcome donors and help them unload their hardware donations, maintain the flow of gizmos appropriately, and teach volunteers basic intake procedures.
- * Work with Non-Profit Apprentices and other staff as necessary to ensure that the Front Desk and Receiving areas run smoothly.

REQUIRED SKILLS, KNOWLEDGE AND ABILITIES:

- * Fluent in English and Spanish.
- * Active in and/or connected to the local Spanish-speaking community.
- * Experience with instruction or teaching.
- * Basic computer knowledge: use of web browser, email, word processor, and spreadsheet.
- * Ability to work in a consensus decision-making process related to staff and policy issues.
- * Patient and courteous with the public.
- * Ability to work with and coordinate volunteers with a wide range of skills and experience.
- * Able to work well under stress in an informal, friendly environment with a diverse staff, maintaining a positive attitude.
- * Not afraid to ask questions, but able to work on projects almost entirely without supervision.
- * Able to remain flexible as Free Geek grows and changes.

DESIRED SKILLS, KNOWLEDGE AND ABILITIES:

- * Curriculum writing experience.
- * Knowledge and experience of Free and Open Source Software including the GNU/Linux operating system.
- * Experience with and/or knowledge of the issues surrounding the "Digital Divide."