



Job Description

Community Connect Program Coordinator

About

NEKCV is a community-driven organization whose mission is to ensure high-speed broadband internet service is available to the most rural and underserved communities in the Northeast Kingdom, Wolcott and the Central Valley. Founded in 2020 we began network construction in 2021.

We're a small company of fewer than 20 employees, which means there's lots of room for growth and learning. Here at NEK Broadband, we're committed to creating an inclusive culture where all employees feel welcomed and valued.

We are seeking a motivated and community-driven Program Coordinator to lead our Community Connect program, which aims to bridge the digital divide by equipping individuals with essential online skills. In this role, you will design, implement, and oversee initiatives that connect community members in Groton and South Ryegate with digital education, training resources, and support systems. This will be 50% of the job and the other 50% will be a supporting role within the marketing department. The ideal candidate is passionate about empowering communities, has strong organizational skills, and can work collaboratively with partners, volunteers, and stakeholders.

Key Responsibilities:

- **Program Development & Management - NorthStar Literacy Programming:**
 - Design and develop programs that focus on enhancing online skills, including digital literacy, technology proficiency, and employability through the NorthStar Literacy program and other digital platforms.
 - Identify community needs and tailor programs to ensure accessibility and relevance for various groups (e.g., seniors, job seekers, youth, small business owners).
 - Develop both short-term workshops and long-term skill-building courses.
 - Develop best practices for bridging the digital divide within the local community with a plan for a statewide model.
- **Community Outreach & Engagement:**
 - Build relationships with local organizations, schools, libraries, and community groups to promote the programs.
 - Organize community events, webinars, and workshops that focus on online skills training.



- Actively engage with community members to understand their challenges and provide customized learning solutions.
- Coordinating with Librarians locally and statewide to leverage resources, and develop & share best practices for digital navigation.
- **Volunteer & Instructor Coordination:**
 - Recruit and manage volunteers or subject matter experts to lead skill-building sessions.
 - Digital Navigators -Train volunteers and instructors to ensure high-quality delivery of content and support.
- **Program Evaluation & Reporting:**
 - Monitor and evaluate the effectiveness of the programs through surveys, feedback, and participant outcomes.
 - Prepare reports to showcase the program's impact and suggest improvements.
 - Develop and track KPIs.
- **Technology & Resource Management:**
 - Ensure that the necessary digital tools, online platforms, and resources are available for participants.
 - Provide troubleshooting support for participants experiencing technical difficulties during programs. (possible partnership with Givelt GetIt)

Qualifications:

- **Education & Experience:**
 - Bachelor's degree in education, community development, social work, or a related field.
 - Experience in program coordination, community outreach, or digital literacy training preferred.
- **Skills:**
 - Strong understanding of digital literacy and online skills, including common software, apps, and platforms.
 - Excellent organizational skills and ability to manage multiple projects simultaneously.
 - Strong communication skills with an ability to engage diverse community members and partners.
 - Experience working with volunteers, trainers, or instructors.
 - Knowledge of adult learning principles and practices is a plus.
 - Graphic and design skills are a plus.

Key Competencies:

- Empathy and understanding of the diverse needs of the community.
- Problem-solving mindset with the ability to adapt to different learning styles.



- Ability to work independently and collaboratively in a team.
- Passion for bridging the digital divide and helping others succeed.

Work Environment:

- This position will require evening and/or weekend hours to accommodate community events and training sessions.
- Primarily office-based but will involve travel to community sites for outreach and events.

LOCATION, HOURS, AND COMPENSATION

Working Environment and Benefits

- Benefits are competitive, including 100% health insurance for the employee and up to 75% for the family; 30 days of combined time off; dental, vision, short and long-term disability, life insurance, and up to 3% retirement match.
- Salary range is \$50,000 to \$55,000 depending on experience.

TO APPLY

Send a resume and cover letter to careers@nekbroadband.org