Chicago Commons
Job Description

JOB TITLE: Manager FamilyNet Center

EXEMPT: Yes	TITLE CODE: Manager
SALARY LEVEL:	DIVISION: Education
RANGE:	DEPARTMENT: ETC
EVALUATION DATE:	LOCATION: West Humboldt
REPORTS TO: ETC Program Manager	SHIFT: N/A

SECTION I

SUMMARY:
Responsible for the overall coordination of all activities at the FamilyNet Centers.

SECTION II

ESSENTIAL DUTIES & RESPONSIBILITIES: include but are not limited to the following: The company reserves the right to add to, delete, change or modify the essential duties and responsibilities at any time.

1. Managing the FamilyNet Center facility
2. Ensuring that all equipment is operational
3. Providing basic technology skills training, integrated into CWF training programs and as new training programs
4. Manage Efforts to Outcomes (ETO) tracking of program delivery and outcomes
5. Resume coaching, access to Internet sites, job searches, access to information on job training in multiple sectors, etc. for participants that are referred by other CWF staff
6. Coordinate with other components of the Smart Communities program, including program managers, technology outreach staff, and business resource centers
7. Coordinate computer incentive programs at the community level
8. Provide assistance with choosing appropriate broadband services to clients at their home
9. One-on-one assistance to clients
10. Course/Curriculum development and implementation
11. Internet Research related to Technology Centers
12. Bringing internal and external participants together to plan ongoing programming, recruit participants, and maximize community use of the resource room

OTHER FUNCTIONS: The Company may assign other functions to the job at its discretion. Evenings and/or weekend work required.

PHYSICAL DEMANDS: The physical demands described here are representative of those that must be met by an employee to successfully perform.

While performing the duties of this job, the employee is regularly required to speak English, specifically, to communicate both in person and over the telephone. The employee must regularly be able to read English proficiently. Must be able to assist with the transfer of ADS participants. This could require lifting. The employee must regularly operate a word-processing system and therefore must be able to read, produce and transmit data on such a system. The employee frequently is required to sit and use hands to finger, handle, or feel objects, tools, or controls. The employee is occasionally required to stand; walk; reach with hands and arms; and stoop, kneel, crouch, or crawl.

WORK ENVIRONMENT: There are no unusual environmental conditions. The noise level in the fast-paced office environment is usually quiet.

SECTION III

DECISION MAKING AUTHORITY: Describe the authority permitted your position and freedom to take action in terms of which decisions you can make and which decisions you refer to others. Indicate the extent to which these decisions are governed by objectives, policies or procedures.

Decisions/Actions Permitted	Decisions/Actions Referred
Yes	Yes

SECTION IV

QUALIFICATION REQUIREMENTS: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE:

Two years of related past experience
Very strong people skills and demonstrated ability to work with youth and adults
Ability to work with persons with disabilities
Demonstrated ability to lead community technology initiatives and the power technology can bring to community residents

LANGUAGE SKILLS:
Spanish fluency skills (based on community)

MATHEMATICAL SKILLS:

EDUCATION and/or EXPERIENCE:
Training experience
Bilingual training experience

REASONING ABILITY:

CERTIFICATES, LICENSES, REGISTRATIONS:

OTHER SKILLS and ABILITIES:

1. Experience working in a multi-cultural setting
2. Experience with ETO or similar data tracking and evaluation programs
3. Applicants must be able to interact well with people, and present a neat appearance. Applicants must be familiar with Microsoft Windows and Office Applications
4. Strong communication skills, written and oral
5. Good organization skills
6. Ability to work as part of a team and individually
7. Thorough knowledge of word processing, spreadsheet, web browser, database,
8. graphics/imaging, and presentation software
9. Interest in digital equity issues; understanding of "digital divide" problems and solutions
10. Assists the Technology Centers with program development, business planning, staff training, program evaluation, and LAN administration

EMPLOYEE SIGNATURE:	**DATE:**
MANAGER SIGNATURE:	**DATE:**
HUMAN RESOURCES SIGNATURE:	**DATE**: