



## Computer Lab Instructor Job Description

**Title:** Computer Lab Instructor  
**Staff Leader:** Director of Programs and Chief Operating Officer

**Overview:** WHW is a non-profit organization that provides the unemployed and underemployed with the skills and resources they need to get and keep a good job. The Computer Lab Instructor will work with Director of Programs to provide on-site comprehensive computer instruction to WHW clients to further their proficiency and understanding of digital programs to elevate their job search and support WHW's COO in maintaining technology.

### **Major Responsibilities:**

- Work with Director of Programs to identify the computer education and certification needs of WHW clients and the community
- Excellent computer aptitude and experience with Microsoft Office Applications (MS Office Suite, Internet, social networking sites and other relevant software)
- Instruct classes for WHW clients in areas of Windows operating and PC technology as well as general computer literacy, specified software programs and internet navigation following WHW standards of approved branding and usage of intellectual property.
- Ensure all class arrangements: room reservations, material preparation and distribution along with registration, follow-up and greeting of attendees
- Coordinate with Director of Programs in curriculum planning, development, designing, calendar coordination, conducting and evaluating all classes and support materials
- Provide logistical support to Lab Volunteers to ensure a good volunteer experience
- Promote computer classes in monthly calendars, newsletters and other available means
- Assist WHW's COO in providing technical assistance to staff as needed
- Maintain WHW's website, under the direction of WHW's COO
- Maintain positive rapport with all attendees and create a positive learning environment, motivating attendees to actively participate in all aspects of the educational process
- Job Board – Ensure old job leads are taken down from the job board and new job leads are posted daily – oversee volunteers
- Wall Calendars – Make sure the calendar is updated at the beginning of the month to reflect the employment readiness workshops and computer courses
- Knowledge of Salesforce and Wordpress is a plus but not required
- Reach out to clients and secure placement information weekly

### **Other Areas Include:**

- Excellent interpersonal, motivational and instructional skills with ability to work with diverse populations.
- Excellent and effective written and verbal Communication Skills.
- Attention to detail and the ability to work independently with minimal supervision.
- Knowledge of proper telephone and email etiquette.
- Problem solving that may include conflict resolution.
- Must have a current California Driver's License and valid automobile insurance.
- Maintain a professional, safe, clean and orderly work environment.
- Other duties as assigned.

### **Schedule:**

- 40 hours per week, Full Time, Non-Exempt Position at \$14 per hour
- Schedule will vary with some evenings required and weekends occasionally
- Overtime is rare but may be needed on some occasions
- Closed on major holidays

***To apply for this position, please send resume and cover letter to [RachelC@whw.org](mailto:RachelC@whw.org). No phone calls please.***