

**FOREST COUNTY DIGITAL NAVIGATOR GRANT**  
**POSITION DESCRIPTION**

Position Title: Digital Navigator

Reports to: Area 4 Extension Director and Forest County Broadband Committee

FLSA Status: Exempt

County Status: Limited Term Employee

Pay Grade/Pay Structure: Wages begin at \$22.85 an hour with benefits

**I. Position Summary**

The Digital Navigator is a limited-term, full-time position through August 2025, with the possibility of continuing as a Digital Navigator with Human IT in the Area. The Digital Navigator will receive training, mentorship, and support as part of the National Digital Inclusion Alliance's National Digital Navigator Corps and as a member of the UW-Madison Division of Extension Team.

The Digital Navigator provides individualized or small group assistance to community members who need affordable home internet service, affordable internet-capable devices, and/or coaching in introductory digital skills in order to become effective home internet users. This assistance may be provided in-person or by voice telephone, email, text, video chat, and other communication methods that work for the learner.

The Digital Navigator's work is part of the Forest County Broadband Committee's efforts to promote digital skills, training and equitable internet access for residents of Forest County, Sokaogon Chippewa and Forest County Potawatomi Communities.

**II. Primary Duties and Essential Responsibilities**

- Receive, return, or initiate requests from clients seeking assistance or identified for assistance
- Discuss with each client their current or need for home internet access, technology experiences and their devices
- Assess their access to technology, current digital skills, connectivity needs, and internet use priorities. Set agreed goals for digital navigator services. Confirm the details with the client
- If necessary, advise clients about free or affordable home internet service options for which they may qualify, assist clients to apply for services they choose, and support their efforts to secure service

- If necessary, advise clients about sources of affordable computers or other internet connected devices for which they may qualify, and support their efforts to acquire appropriate devices and where they can get help for repair
- Coach clients as necessary to use their home internet services in order to meet their internet use priorities. This may include both in-person, phone, and online interactions, as well as referral to sources of additional digital literacy skill training
- Track each client's progress and types of requests, keep accurate and timely records, and report outcomes as required
- Plan and manage assistance to each client with the goal of fulfilling the agreed goals
- Participate in regular virtual meetings with the National Digital Navigator Corps
- Travel to attend in-person meetings with the National Digital Navigator Corps twice annually
- Other tasks as necessary

### **III. Supervision**

Receives general supervision from the Forest County Broadband Committee which is the committee of jurisdiction who will spot check work for completeness, accuracy, compliance with deadlines, conformance with established procedure and policies, and effective accomplishment. Direct day to day supervision and support will be provided by the Area 4 Extension Director.

### **IV. Physical Demands and Work Environment**

*The physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Mostly sedentary in a typical office setting. Frequent walking and standing. Employee has frequent contact with public. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, color vision and ability to adjust focus. Essential functions require a high level of concentration and attention to detail.

## V. Minimum Qualifications

**Education:** Bachelor's Degree Preferred

**Experience:** The Digital Navigator must possess a knowledge of basic technological concepts related to internet services, computers (or other personal devices) and common online services and applications. Must have positive customer service (or similar) experience and excellent communication skills. It is essential that the individual is a self starter and able to manage and prioritize multiple tasks at once.

**Forest County is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective employees and incumbents to discuss potential accommodations with the employer.**

THIS DESCRIPTION DOCUMENTS THE GENERAL NATURE AND LEVEL OF RESPONSIBILITY ASSOCIATED WITH THIS POSITION. IT IS NOT INTENDED TO BE A COMPREHENSIVE LIST OF ALL ACTIVITIES, DUTIES AND RESPONSIBILITIES REQUIRED OF INCUMBENTS. IT IS NOT INTENDED TO LIMIT OR MODIFY THE RIGHT OF ANY SUPERVISOR TO ASSIGN, DIRECT, AND MONITOR THE WORK OF EMPLOYEES UNDER SUPERVISION.

Approvals: Approved by Personnel Committee on Friday, October 11, 2024.

Posting: The Digital Navigator position will remain open until a candidate is hired. We aim for the selected candidate to begin their role no later than January 2025.