

Job Title: SDM Foundation Associate

SDM Foundation focuses on helping people learn to use their computers, tablets, and phones. Our tutoring emphasis is on letting our clients work at their own pace, in as many appointments as they request, to help them better use their device.

We help people with a range of technology issues, from setting up a smartphone, or creating an email account, to brushing up on skills before returning to the job market. We teach people to reset passwords, fix email problems, evaluate cloud storage, and how to use general office programs. SDM Associates help small businesses and nonprofits learn to create or maintain websites and social media accounts. Clients are all ages, abilities and backgrounds, and we meet each one at their starting point and keep their personal goals in mind.

Associates at the SDM Foundation direct small group lessons and one on one tutoring sessions with our clients in the shop, including by phone and video chat. We create blog posts and video tutorials, as well as maintain our own website, newsletter and social media accounts.

Qualifications:

SDM Associates must be patient and have excellent communication skills, along with a fairly deep knowledge of various computers, tablets, and phones. Familiarity with a variety of operating systems and applications, and the ability to problem solve quickly are very important. Depth of knowledge in some technical area is desired, for example coding, websites, photography, or spreadsheets. Fluency in a second language is a strong asset.

An essential qualification of SDM Associates is that they must be able to be present in the shop, on time and ready to meet with clients consistently according to their work schedule.

Duties and Responsibilities:

- Client support
- Manage schedules
- Maintain security
- Use and care for Foundation equipment

Duties might also include:

- Create and edit video lessons
- Manage aspects of the web site
- Write blog posts.

Terms of Employment:

Salary: To be determined, minimum \$17.00/hour

SDM Foundation is open Monday through Saturday from 9:00 a.m. to 4:00 p.m.

The days and hours of this position will be set in offer. Saturdays are required.

Proof of Covid vaccination required.

Qualified applicants may apply by sending completed application and resume by email to kristin@sdmfoundation.org or in hard copy to

Kristin Thorp, Executive Director SDM Foundation 406 Main St. Melrose, MA 02176