



Computer Lab Volunteer (Supporting clients with basic computer skills)

The Women's Building (TWB) is a multi-cultural, multi-service center for women and gender expansive individuals in San Francisco's Mission District.

Our **Community Resource Room** (CRR) is looking for volunteers to provide computer and technology assistance in **English and Spanish** to visitors who come to our computer lab. Our free, bilingual (English/Spanish) services provide critical access to resources for employment, housing, health care, legal services, and more. We offer information and referrals, access to technology, job search assistance, financial education, free tax preparation, an immigrant food pantry and a host of workshops.

Hours: 3-5 hours per week. Must be available for on-site services (***This position requires a 3-6 month minimum commitment***) **Full shift 10am-4pm. Half shifts: 10am-1pm or 1-4pm on Monday, Tuesday, or Wednesday.**

Computer Lab Hours:
Monday, Tuesday, and Wednesday 10am-4pm

Reports to: Citlali Ramos (Volunteer Coordinator)

General Responsibilities:

The Computer Lab Volunteer is needed to provide clients, who need help with technology literacy, with building digital skills. The computer lab is aimed for clients that are able to work more independently or need more in depth one on one support. They may request support with help with the day to day use of their smartphone, online applications, phone support or access to resources through means of technology. With the provided training the **volunteer will be expected to perform the following tasks.**

Responsibilities include:

- Will be responsible for the computer lab room supervision and 1 hour appointments.
- Setting up tax appointments during down time
- Set up and/or breakdown the computer lab area.
- Ensure visitors adhere to the community guidelines.
- Sign in visitors using our registration form and Salesforce data entry.
- Assist computer lab users with procedures such as using e-mail, researching on the internet, internet safety, transferring and saving files, printing, etc.
- Attend Community Resource Room training and meetings as needed.
- Perform follow-up calls as needed.

Qualifications:

- **Bilingual (Spanish) required.**



- Commitment to social justice and to TWB's core values
- Basic computer and phone skills (google suite, email, phone usage).
- Strong verbal communication and interpersonal skills.
- Technologically proficient and knowledgeable of various computer and cellphone apps (preferred).
- Cultural competence in working with diverse populations, including communities of color, immigrants, LGBT communities, and persons of various ages, socioeconomic backgrounds, health status, and abilities.

To Apply: Please email your resume, and availability with COMPUTER LAB VOLUNTEER as the subject line

Contact: Citlali **Email:** citlali@womensbuilding.org