



Digital Inclusion Summer VISTA

Famicos Foundation, seeks an outstanding individual to provide one summer of service through AmeriCorps VISTA (Volunteers in Service to America). Famicos is a community-based nonprofit organization whose mission is to improve the quality of life in greater Cleveland through neighborhood revitalization, affordable housing and integrated social services.

This position requires a commitment to serve as a full-time employee for a ten (10) week period beginning Monday, June 5th, 2023. Compensation is paid directly to VISTA Summer Associates in the form of a modest monthly living allowance from AmeriCorps VISTA. At the end of the term of service, an education award or cash stipend may be provided. For more information about AmeriCorps VISTA, see [AmeriCorps VISTA | AmeriCorps](#)

General Duties

Under the general supervision of the Digital Inclusion Project Manager, the VISTA Summer Associate will be an Outreach/Enrollment Specialist responsible for providing community based outreach and enrollment assistance activities and facilitate enrollment of the Affordable Connectivity Program (ACP) to the residents of Famicos Foundation properties that are ages 60+ or disabled. You will help families within the community to understand the eligibility criteria and application process. The VISTA Summer Associate will be serving as a subject matter expert on the ACP enrollment process while also providing additional resources to residents for digital literacy training from local digital navigators.

Education

- Bachelor's degree or working toward a BA in urban planning, nonprofit management, business administration, education, marketing, communications or related fields.

Minimum Qualifications

- Excellent oral and written communication skills.
- Strong work ethic and reliability
- Ability to communicate with diverse community populations.
- Willing to gain experience of community engagement activities.
- No Experience Necessary—We Will Train so you can be the Right Person!

Requirements

- You should also have reliable transportation.
- Must be 18 years or older.
- Pass a Background check.

Technical Skills

- Use and/or operate office equipment, i.e., personal computers, calculators, copiers.
- Experience in the use of internet, email, or database management programs.
- Proficient in the use of Microsoft Office applications, and Outlook.

- Ability to acquire skills for government application processes.

Responsibilities:

- Agents will set up and operate events at outdoor locations and go door to door inside Famicos properties.
- Agents are expected to engage directly with members of the community, informing them about the ACP program and assisting with applications for service.
- Our VISTA Summer Associates are expected to gain a complete understanding of the ACP industry through our comprehensive, one on one Training program. This includes ACP program history, customer enrollment training, issue resolution, and team activity coordination.
- All team members must also be able to fulfill all compliance requirements for the ACP program and maintain our customer-first, zero-tolerance, fraud prevention standards.
- Maintain security over all property including phone and tablets.

Famicos Foundation provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.

INTERESTED - EMAIL RESUME or CALL:

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Famicos Foundation is proud to be a chartered member of NeighborWorks America

