

EMPLOYER: Gila River Telecommunications, Inc.

DEPARTMENT: Digital Connect Initiative

JOB TITLE: DCI Program Coordinator

REPORTS TO: DCI Executive Director

FLSA STATUS: Non-Exempt



Digital Connect® is an initiative of Gila River Telecommunications, Inc. (GRTI), the wholly owned telecommunications carrier of the Gila River Indian Community (GRIC).

JOB OVERVIEW

The Digital Connect Initiative (DCI) Program Coordinator, reporting to the DCI Executive Director, is responsible for the planning and coordination of a comprehensive array of programs and services in furtherance of DCI's mission, and for delivering program instruction in a community-based learning environment. DCI operates approximately one dozen programs and community information campaigns and constantly seeks new ways to engage the public, job seekers, youth, elders, and community members of all walks of life. DCI provides different learning opportunities for elders, young children, teenagers, job seekers, working-age adults seeking to improve their professional technology skills, some specialized groups, and STEAM education for K-12 students.

An ideal candidate will have classroom teaching experience backed by a solid understanding of STEAM educational programming, the field of digital inclusion, and the praxis of adult education and community-based social service programs.

DUTIES AND RESPONSIBILITIES

Instructor

- Deliver digital skills training and classroom instruction in a community-based learning environment for diverse audiences and skill levels.
- Independently prepare and deliver DCI programs, including gathering instructional materials, transporting equipment and supplies, scheduling, classroom setup/cleanup, and managing on-site logistics.
- Actively and enthusiastically participate in community engagement opportunities activities to build trust, increase participation, and strengthen program relevance.
- Support the design, evaluation, planning, and implementation of DCI programs and services, including online and in-person learning modules and technology training processes.

- Promote programs and activities that encourage technology leadership within the Gila River Indian Community.

Community Engagement

- Build and sustain collaborative relationships with internal colleagues, community members, and external partners; leverage professional relationships with relevant stakeholders to promote and advance DCI's mission and vision.
- Coordinate with prospective and current clients to schedule classes, services, and outreach opportunities; align outreach activities with organizational objectives.
- Engage with DCI clients and community members in a friendly, respectful, and professional manner that reflects the organization's values.
- Plan and deliver campaigns and activities that increase DCI visibility across the Community and among internal and external constituencies.
- Maintain productive relationships across GRIC departments, agencies, enterprises, community groups, and outside organizations to ensure services align with client needs and training strategies are executed effectively.
- Contribute to culturally responsive programming that reflects GRIC values, is accessible (including accommodations as needed), and is delivered ethically and consistently with DCI/GRTI mission and standards.
- Support or facilitate needs assessments and outreach to keep offerings responsive, culturally competent, and adaptive as new needs emerge.

Data Management

- Capture and maintain accurate program and client data to support record-keeping, performance monitoring, and continuous improvement.
- Collect, synthesize, and share participant and stakeholder feedback (e.g., volunteers, Community leaders, partners) to improve program operations and learner outcomes.
- Track participant progress using consistent data collection and management practices that uphold data integrity and confidentiality expectations.
- Contribute to quality improvement efforts across curriculum, course offerings, systems/process development, evaluation methods, and long-range sustainability planning.
- Collaborate with internal stakeholders to strengthen metrics and evaluation approaches that measure how effectively DCI programs prepare participants for professional success.
- Help with long-range sustainability planning and organizational strategy.

Internal Communications

- Provide timely, accurate program information to support marketing, outreach, and scheduling needs.

- Support clear, timely communication among clients, team members, and the organization to ensure smooth program delivery.
- Collaborate with GRTI/DCI staff to develop written materials and outreach content that promotes digital inclusion and digital wellbeing

Other

- May train and supervise staff, interns, and/or volunteers; may support volunteer recruitment based on program needs.
- Model and reinforce DCI values: excellence, empathy, empowerment, integrity, growth mindset, and cultural responsiveness.
- Perform other duties as assigned

SKILLS AND COMPETENCIES

- Ability and willingness to learn and teach foundational technology concepts (internet services, devices, and common online tools/applications).
- Strong organization, language capacity, and cultural competency; able to work effectively in a multicultural, community-based environment.
- Excellent communication skills (in-person, phone, and online), with the ability to build trust with clients across varied educational backgrounds.
- Demonstrates professionalism, patience, empathy, cultural sensitivity, humor, and strong interpersonal skills when supporting learners and partners.
- Strong problem-solving and de-escalation skills; able to manage stress and navigate challenging situations constructively.
- Customer-service mindset with appropriate boundary-setting; flexible, innovative, and adaptable to changing needs.
- Ability to speak and write clearly in the languages used in the target community.
- Project management and database/data-tracking capability to support scheduling, reporting, evaluation, and operational follow-through.
- Strong understanding of “digital skills” and ability to teach them, including (but not limited to): smartphones/laptops/tablets; online safety, cybersecurity, and privacy; digital wellness; productivity tools; telehealth; online learning; remote work; virtual meetings; smart devices; and artificial intelligence.
- Extensive experience in technology education and/or community-based adult education programs, including designing, implementing, evaluating, and reporting outcomes.
- Proven relationship builder with experience coordinating outreach strategies, engaging community partners, and working effectively with executives and boards.
- Demonstrated integrity, commitment to excellence, and ability to build learner confidence and improve participant effectiveness and outcomes.

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- Ability to conduct research, gather data, analyze information, and prepare effective, accurate, and timely reports and other documents to support development objectives.
- Ability to research, gather/analyze data, and produce accurate, timely reports and documentation.
- Sound judgment and strong professional ethics; uses discretion appropriately with constituents and partners.
- Demonstrated ability to manage multiple programs, events, and complex activities simultaneously.
- Strong teamwork and collaboration skills; fosters productive working relationships.
- Community relations strengths and the ability to work effectively within a diverse community.
- Mission-driven; able to represent and communicate DCI's philosophy, mission, and values to internal and external stakeholders.
- Ability to travel within the Gila River Indian Community and the greater Phoenix metropolitan area for instruction and partner meetings.
- Working knowledge of GRIC culture, language, customs, and traditions; strong relationships within the Community preferred/valued for effectiveness.

MINIMUM QUALIFICATIONS

- A bachelor's degree in education, communication, or related field
- A valid driver's license
- 5 - 7 years of experience in teaching, social services
- Strong written, verbal, and interpersonal communication skills
- Strong classroom presence and public speaking skills
- Working knowledge of Microsoft Suite (requires strong spreadsheet, PowerPoint, and database application knowledge)

PREFERRED REQUIREMENTS

- Experience with members of the Gila River Indian Community or Arizona Native American communities
- Comfortable using or willing to learn a wide variety of technological devices, ecosystems (Microsoft, Google, Android, Macintosh, iOS, Linux, etc.), and emerging technologies (3D printing, artificial intelligence, virtual reality, etc.)

WORK ENVIRONMENT

- Professional office setting
- Travel throughout the Gila River Indian Community and surrounding areas

- Structured schedule with consistent supervision
- Emphasis on classroom instruction, community engagement, and technology skill development

ESSENTIAL JOB FUNCTIONS

The physical demands 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.

- Must be able to use hands, to sit, lift up to 50 lbs., stoop, bend, reach with hands/arms
- Must be able to sit for extended periods of time
- Requires the ability to speak, read, write, see, and hear to perform essential duties of the job

Note: Any equivalent combination of education, training and experience that would enable the applicant to satisfactorily perform and meet the duties required of the position may be considered in meeting the stated minimum requirements.

ADDITIONAL REQUIREMENTS:

- Will be asked to provide 39 months driving record. Positions require insurability under GRTI insurer requirements.
- Will be required to pass a pre-employment drug test and background check.

As a matter of Company policy, all employment is on an at-will basis, meaning that employment shall last for so long as mutually agreeable. Either the employee or the Company may terminate the employment at any time with or without cause.

Preference in filling vacancies is given to qualified enrolled Gila River Community Members, other Indians, and non-Indian spouses of officially enrolled Community members in accordance with Tribal Employment Rights Office (T.E.R.O.) Ordinance (No. GR-02-09, Gila River Indian Community).

Gila River Telecommunications, Inc. is an Equal Opportunity/Affirmative Action Employer, subject to Indian Hiring Preference.