

*Tech Tutor

VOLUNTEER OPPORTUNITY DESCRIPTION

At a Glance

Assignment Status:

Active

Advertise: No

Minimum Age:

16

Address and Contact Info:

85 Queen Street North
Kitchener N2N 2H1

volunteer@kpl.org

SUMMARY

Tech Tutors is a program that matches tech savvy volunteers with customers seeking one-on-one technology help. Tech Tutor volunteers show adults and seniors how to use their computers, tablets, or phones, and help them feel comfortable with technology.

Each Tech Tutor brings to the position their own interests and abilities. Tutors are not tech support rather, they are passionate volunteers from the community willing to donate their time to help others improve their computer literacy.

Time Commitment

Tuesday, Wednesday or Thursday evenings 6-8 pm. Minimum commitment 4 hours/month for four months.

Duties

- Interact with the customer in a patient manner and establish a positive rapport
- Assess goals of the session in a non-judgmental manner
- Break down steps in manageable concepts
- Communicate and explain concepts using plain language
- Work independently to demonstrate technology and respond to questions
- Troubleshoot common computer problems
- Refer concerns/issues to staff when necessary
- Sign up for shifts through the volunteer portal

Qualifications

- A demonstrated interest and proficiency in computers and technology
- Ability to explain computer concepts and ideas to others
- Interest in creating positive experiences with technology with customers of all skill levels, and backgrounds
- Patient and able to adapt to the needs and ability of the customer
- Excellent communication skills
- Able to respond to questions in a patient and respectful manner
- Ability to work independently and cooperatively with others
- Punctual and reliable

ORIENTATION & TRAINING: Role specific training is offered.

ADDITIONAL REQUIREMENTS/INFORMATION:

This program is offered in person. We have a designated space set up that allows to be physically distanced from the customer you are helping, and safety protocols are in place.

Additional Requirements / Information

Interview/Info Session: Yes

Reference Check(s): Yes