



JOB DESCRIPTION

Digital Navigation Coordinator

Department: Adult Education Programs,
Digital Equity

Position: Full-time/Non-exempt

Time frame: Permanent

Projected start date: January 12, 2026

Application Deadline: November 30,
2025, for best consideration
Open until the position is filled

Organization Overview:

Encuentro's mission is to transform New Mexico into a thriving community for all of its residents. We do this by engaging with Latinx immigrant families in educational and career development opportunities that build skills for economic and social justice. Encuentro is committed to the belief that quality education should build both individual and community **knowledge**, and with that knowledge comes individual and community **power**. Encuentro's collaborative model demonstrates that strategic community partnerships can expand and strengthen the safety net for immigrant families; furthermore, when programs are collectively offered in a culturally relevant, justice-oriented environment, they act as entry points into leadership development and community engagement opportunities, which build social capital and promote social and economic justice.

Digital Equity Program Overview:

Digital Equity is a growing initiative within Encuentro's Adult Educational Programs, aimed at bridging the digital divide for Spanish-speaking immigrant adults. Class participants gain essential digital skills and access technology and online resources to improve their quality of life, parenting, economic opportunities, and civic engagement.

Key efforts include teacher development, technology onboarding for all students, and support from Digital Learning Assistants. The program offers two levels of digital navigation skills, short-term foundational courses, and resources such as a computer loaning system and referrals for low-cost devices and internet access. Participants receive both remote and in-person support to ensure successful engagement in distance education and online classes, empowering them to thrive in today's digital landscape.

Position Overview

The **Digital Navigation Coordinator** supports Encuentro's digital equity initiatives by teaching digital skills and helping develop new strategies and resources to strengthen digital literacy across programs. Working closely with the **Digital Equity Manager**, this role combines instruction, coordination, and innovation to ensure Latinx adult learners gain the confidence and skills to participate fully in today's digital world.

Key Responsibilities

Curriculum Development and Instruction

- Teach an established digital skills curriculum tailored to Latinx adult immigrants.

- Support the development and delivery of new workshops, materials, and initiatives that promote digital equity.
- Provide individual and small-group instruction—both online and in person—on digital skills, tools, and troubleshooting.
- Train, coordinate, and support Digital Learning Assistants and volunteers.

Collaboration and Professional Development

- Work with program staff to integrate digital skills into existing courses and support staff technology training.
- Collaborate on professional development initiatives that strengthen technology-rich instruction.

Program and Resource Coordination

- Collect and report data on program outcomes, including surveys, attendance, and learner feedback.
- Support program planning, recruitment, enrollment, and retention efforts.
- Prepare reports and presentations as needed.
- Coordinate classroom and technology resources, including distributing materials and maintaining device inventory and loan systems.

Community Engagement

- Represent Encuentro at community and outreach events.
- Research and promote opportunities that expand access to devices and internet connectivity.
- Engage with local, state, and national digital equity networks and advocate for equitable access.

Required Skills and Qualifications

Education and Technical Skills

- Bachelor's or Associate's degree in Education, Technology, Social Work, or related field (Adult Education credential a plus).
- Strong proficiency with digital tools, remote learning platforms, and learning management systems.
- Skilled in Microsoft Office and Google Suite; familiarity with Canva, Prezi, or similar tools.

Teaching and Communication

- Experience teaching or training adult learners, preferably immigrants or Spanish-speaking communities.
- Familiarity of adult learning principles and culturally responsive instruction.
- Ability to explain digital concepts clearly to adult learners and adapt to evolving technologies.
- Excellent communication skills in Spanish; intermediate English proficiency and commitment to continued learning.

Collaboration and Community Engagement

- Ability to work collaboratively and build positive relationships with students, staff, and partners.
- Understanding of challenges faced by Spanish-speaking immigrant communities and commitment to inclusive education.

Problem-Solving and Adaptability

- Patient and proactive in troubleshooting technical and instructional challenges.
- Strong organizational skills, attention to detail, and ability to manage multiple priorities.
- Capacity to work independently and as part of a team.
- Flexibility to work a varied schedule, including occasional evenings and weekends.

Compensation and Benefits

This is a full-time position requiring 40 hours per week, with a starting salary of \$43,680. Salary may increase based on experience, qualifications, and demonstrated effectiveness in the role.

Encuentro offers a generous benefits package, including:

- 80% of Individual Employee Health Premium paid by Encuentro for the Base Plan.
- Retirement plan, with employer match contribution.

Encuentro also recognizes the value of creating an environment of positive work/life balance, acknowledging that investing in staff's ability to take care of themselves and their families enables them to do their best work, therefore, we offer:

- Paid vacation days (3 weeks) annually
- 1 earned sick leave hour for every 30 hours worked
- Company-paid federal holidays in addition to 2 weeks of winter break, 1 week for spring break, and other days as established in our Academic Calendar in coordination with the local public school schedule

To Apply:

For optimal consideration, please submit your **resume** and a **cover letter in Spanish** detailing your interest in this position and your relevant experience related to the responsibilities and skills outlined above by **November 30, 2025**. Include your **last name and "Digital Navigation Coordinator"** in the subject line of your email. **Attach** your resume and cover letter and send them to:
info@encuentronm.org.

Important:

Encuentro is an equal opportunity employer. We value a diverse workforce and an inclusive workplace culture. Encuentro will accept and carefully review the applications of all qualified persons regardless of their arrest history, race, ethnicity, religion, sexual orientation, gender identity and expression, age, national origin, civil status, citizenship status, disability, or veteran status.