

Kramden Institute Internship – Program Assistant



Overview

Kramden Institute, a Durham-based non-profit organization, has been working since 2003 to bridge the digital divide by providing technology tools and training. As a computer refurbisher, the organization collects thousands of devices each year, restores them, and distributes them back into the community. To date more than 48,000 computers have been distributed to students and adults across North Carolina. More than 9,000 individuals have participated in educational and training programs.

The goal of the Program Assistant is to strengthen their understanding of how digital inclusion programs can positively impact a community. The intern will be an integral part of the team and will learn valuable skills in program planning and implementation as well as client outreach and support. The intern will assist with day-to-day office functions and will be given additional projects based on need and the skills the intern brings. Work for this position will take place primarily at the Kramden office in Durham, NC.

Internship Position Details

Title: Program Assistant

Timeline: Approximately February 20 – May 12

Hours per week: Flexible, 300-320 total

Pay rate: \$15 an hour, temporary employee – ineligible for benefits.

Internship Duties

Program Support

- Schedule computer distribution appointments and greet clients
- Prepare, print, and update program documentation as necessary
- Process paperwork and enter data into Customer Relationship Management (CRM) system
- Act as an assistant instructor for Kramden classes providing one-on-one assistance to students as needed
- Promote Kramden's programs to clients and community members during computer distributions or community events
- Promote the Affordable Connectivity Program (ACP) to clients and community members

Front Office Support

- Provide in-office staff support to the Office Manager and Program Team which may include mail, phone calls, walk-ins, and scheduled visits and classes
- Greet donors and volunteers and give tours of the Kramden office to guests

Applicant Requirements

- Valid driver's license
- College degree or currently enrolled in a degree program
- Criminal background check
- Ability to lift 30 lbs. often and repeatedly
- Excellent interpersonal and communication skills, written and verbal
- Commitment to working with clients from differing backgrounds and of varying levels of ability
- Experience with technology and willingness to learn new technologies
- Familiarity with computer hardware and software preferred
- Teaching or social work experience preferred
- Spanish language skills desired but not required