PROGRAM ASSISTANT INTERNSHIP

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. More than 70,000 computers have been distributed to students and adults across North Carolina, and more than 18,000 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 Kramden 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 be given additional projects based on need and the individual's skills. Work for this position will take place primarily at the Kramden office in Durham, NC.

Intern 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

Front Office Support
·Provide in-office staff support to the Office Coordinator 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

Position Details

Title: Program Assistant
Timeline: February - October 2026 - January 2027 (dates are flexible)
Hours per week: Flexible, 300-320 hours total. Late afternoon & evening hours required.
Pay rate: $15 an hour, temporary employee (ineligible for benefits)

Applicant Requirements

·Valid driver's license
·College degree or currently enrolled in a degree program
·Pass a 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

Those interested should email a resume to jobs@kramden.org and include "Program Assistant" in the subject line.