



Job Description

BEST BUY TEEN TECH CENTER MANAGER

Updated: August 2020

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| REPORTS TO: | Director of ELA | CLASSIFICATION: | Full-time, exempt |
| DEPARTMENT: | Extended Learning Academy | LOCATION: | Memphis, TN |
| SALARY RANGE: | 45-50k | | |

SUMMARY/PURPOSE

The Best Buy Teen Tech Center, established with the support of The Clubhouse Network, offers young people (ages 10 to 18) from inner-city neighborhoods the opportunity to work on projects they find meaningful to their lives, using computers and technology. This is a new initiative at Knowledge Quest. The program provides support and resources for young people to pursue their interests and build upon their talents. In the Teen Tech Center, youth can design their own music, art, newsletters, robots, science simulations, computer games, and animation.

ESSENTIAL FUNCTIONS

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Provide community outreach to involve a diverse group of young people, parents, teachers, and community leaders in the program.
2. Help Teen Tech Center members develop projects (e.g., help them come up with ideas, gather materials, get started, locate mentors to work with them, and support their ongoing work).
3. Recruit, train, and support volunteer mentors, ensuring they work effectively with youth.
4. Work closely with Best Buy stores (2 in our area) to recruit Geek Squad Agents and Blue Shirt volunteers.
5. Support youth in planning for the future, including pursuing academic and job opportunities that leverage their Teen Tech Center skills and experience.
6. Provide basic computer maintenance, including file management, trouble-shooting, and technical support to Teen Tech Center youth and mentors.
7. Provide administrative support for the Clubhouse program, including keeping records of participants and keeping the Tech Center space organized.
8. Assist "parent" organization in fund-raising and publicity for the Best Buy Tech Center, communicating the Clubhouse learning philosophy, goals, and results to external sources.
9. Participate in the The Clubhouse Network, attending Network meetings, sharing ideas and issues, and supporting collaborative projects across sites.
10. Support other programs and activities of the "parent" organization with Teen Tech Center expertise and resources, as time permits.
11. Leverage Best Buy National Partner relationships to expose members to skill development and media training.
12. Advisor and collaborator to facilitators regarding STEM and be responsible for providing support in designing STEM units and lessons.
13. Provide content knowledge in STEM, analyzing data to modify curriculum and forms of assessment and sharing of best practices.
14. Work closely with instructional teams to create effective STEM learning experience for students.
15. Other duties as assigned

KNOWLEDGE, SKILLS AND ABILITIES

- Experience with computers and interest in technology as a creative and empowering tool;
- Demonstrated ability to reach out to youth, parents, educators, and community leaders;
- Interpersonal skills, including an ability to get along with people of diverse backgrounds and abilities and a talent for making people feel welcome and included;
- A passion for learning and helping others to learn;
- Excellent organizational skills.

SUPERVISORY RESPONSIBILITY

This position will supervise part-time facilitators.

WORK ENVIRONMENT

This job operates in a professional school and office environment. This constantly uses standard office equipment such as: computers (with keyboard and mouse), phones, photocopiers, filing cabinets and fax machines.

PHYSICAL DEMANDS

Must have the ability to sit and stand for extended periods of time; exhibit manual dexterity to dial a telephone, to enter data into a computer; to see and read a computer screen and printed material with or without vision aids; hear and understand speech at normal classroom levels and on the telephone; speak in audible tones so that others may understand clearly in normal classrooms and on the telephone; physical agility to lift up to 25 pounds to waist height; and to bend, stoop, walk and reach overhead.

POSITION TYPE AND EXPECTED HOURS OF WORK

This is a full-time non-exempt position under the Fair Labor Standards Act (FLSA). Hours are presently expected to be 11:00 a.m. to 7:00 p.m. Monday through Thursday, and 8:00 a.m. – 1:00 p.m. on Saturday. Hours are subject to change based on business need.

TRAVEL

Occasional local and national travel will be required (less than 5% each year).

REQUIRED EDUCATION & EXPERIENCE

1. Computer Science Degree, Certification, Degree and/or STEM-related work experience/training preferred.
2. Proven track record working with youth, in particular young people from low-income backgrounds, in an informal learning environment.

OTHER DUTIES

Please note that this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee. Duties, responsibilities and activities may change at any time with or without notice.

AAP/EEO

It is the policy of Knowledge Quest to provide equal employment opportunity (EEO) to all persons regardless of age, color, national origin, citizenship status, physical or mental disability, race, religion, creed, gender, sex, sexual orientation, gender identity and/or expression, genetic information, marital status, status with regard to public assistance, veteran status, or any other characteristic protected by federal, state or local law. In addition, Knowledge Quest will provide reasonable accommodations for qualified individuals with disabilities.