

Job Title: ACP Enrollment Navigator
Salary Range: Part-Time, 20 hours/week, \$35/hour
Department: New Jersey State Library – Library Development Bureau
Location: Various locations throughout central and southern areas of NJ

The New Jersey State Library, affiliated with Thomas Edison State University, connects people with information and resources through its service to NJ libraries, the state legislature and government employees, Thomas Edison State University staff and students, and registered borrowers. Thomas Edison State University provides distinctive undergraduate and graduate education for self-directed adults through flexible, high-quality, collegiate learning and assessment opportunities. One of New Jersey's senior public institutions of higher education, the University offers associate, bachelor's, master's and doctoral degrees in more than 100 areas of study. At Thomas Edison State University and the New Jersey State Library we embrace a diverse and dynamic workforce that drives innovation, learner success and organizational growth. We welcome you to apply to be a part of our team.

Summary:

We are seeking part-time ACP Enrollment Navigators (ACP Navigators) to provide community-based outreach and enrollment assistance for the Federal Communication Commission's Affordable Connectivity Program (ACP), which provides eligible low-income households internet and device discounts. The ACP Navigators provide information and individualized assistance to help eligible low-income households who need affordable home internet service or internet-capable devices. They assist with the application process at outreach sites or community events. They explain the ACP program, benefits, and eligibility criteria. All outreach activities will be provided in-person throughout central and southern New Jersey. This part-time position is grant-funded, 20 hours per week, for approximately two years.

Examples of Work:

- Engage directly with members of the community, promote the ACP program and assist with ACP enrollment.
- Identify sources where community members can obtain identification and eligibility documentation as necessary.
- Set up and operate enrollment events at indoor and outdoor locations.
- Participate in a range of community events, including canvassing or tabling at community events.
- Track all outreach and enrollment activities, keep timely and accurate records, and conduct follow up as necessary.
- Advise interested individuals about free or affordable home internet service options as well as sources of affordable computers or other internet connected devices for which they may qualify and support their efforts to secure service.
- Other tasks, as necessary.

Knowledge and Abilities:

- Fluent in English, both verbal and written.
- Fluent in Spanish or another target language preferred.

- Excellent communication skills, both verbal and written.
- Excellent time management, problem-solving and multi-tasking skills.
- Ability to provide clear instructions and coach individuals with patience and understanding.
- Prior knowledge and experience with basic computer technology.

Requirements:

Education: High school diploma or equivalent required. Graduation from an accredited college with a Bachelor's degree preferred.

License: Appointee will be required to possess a driver's license valid in New Jersey only if the operation of a vehicle, rather than employee mobility, is necessary to perform the essential duties of the position.

NOTE: As a condition of employment, the candidate is required to provide proof of full COVID-19 vaccination. If a candidate is unable to be vaccinated against COVID-19 for medical or religious reasons, he/she will be required to submit a waiver request.

How to Apply:

Resumes and applications for this position will only be accepted online through ADP Workforce Now at <https://workforcenow.adp.com/public/index.htm> by logging into your established account, selecting the **MYSELF tab > TALENT > CAREER CENTER.**

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