



BEST BUY TEEN TECH CENTER COORDINATOR

JOB DESCRIPTION

REPORTS TO:	Director of Programs	CLASSIFICATION:	Full-time, exempt
DEPARTMENT:	Extended Learning Academy	LOCATION:	Memphis, TN

SUMMARY/PURPOSE

The Best Buy Teen Tech Center at Knowledge Quest is a creative, youth-driven learning space for ages 10–18. This initiative gives young people from inner-city neighborhoods the opportunity to explore projects that are meaningful to their lives using computers and technology. With access to resources and mentorship, youth can develop their talents and pursue their interests by designing music, podcasts, video, art, newsletters, apps, robots, science simulations, computer games, and more.

ESSENTIAL FUNCTIONS

1. Lead community outreach efforts to engage a diverse group of youth, parents, educators, and community leaders.
2. Support members in developing creative and technology-based projects — helping them brainstorm ideas, gather materials, get started, and connect with mentors.
3. Recruit, train, and support volunteer mentors and partners, ensuring positive and effective engagement with youth.
4. Collaborate with the local Best Buy store to recruit Geek Squad Agents and Blue Shirt volunteers.
5. Guide youth in planning for the future — including exploring educational, career, and entrepreneurial opportunities that build on their Teen Tech Center experiences.
6. Foster a positive, inclusive, and inspiring culture among youth, families, staff, and community partners.
7. Assist with fundraising and public relations efforts to promote the Teen Tech Center and Knowledge Quest programs.
8. Track participation, maintain accurate records, and contribute to program evaluation and reporting requirements.

KNOWLEDGE, SKILLS AND ABILITIES

1. Strong interest in technology and digital media as tools for creativity and learning.
2. Demonstrated ability to engage and build relationships with youth, families, and community partners.
3. Excellent communication and interpersonal skills with individuals from diverse backgrounds.
4. Passion for learning and empowering others to discover and grow.
5. Strong organizational, project management, and problem-solving skills.
6. Flexibility and adaptability in a dynamic, youth-centered environment.

SUPERVISORY RESPONSIBILITY

This position will supervise part-time facilitators.

WORK ENVIRONMENT

This position operates in a professional youth learning and office setting, utilizing standard office equipment such as computers, phones, and printers.

PHYSICAL DEMANDS

Must be able to sit or stand for extended periods; use hands for computer work; see and read on-screen and printed materials; communicate effectively in person and over the phone; lift up to 25 pounds; and move freely throughout classrooms and office.

POSITION TYPE AND EXPECTED HOURS OF WORK

This is a full-time, exempt position. Typical hours are Monday through Friday, 10:00 a.m. – 6:00 p.m., with occasional evenings or weekends for special events.

TRAVEL

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

REQUIRED EDUCATION & EXPERIENCE

1. Bachelor's degree, certification, or equivalent experience in Computer Science, STEM, Education, or related field preferred.
2. Demonstrated experience working with youth — particularly those from underrepresented or low-income backgrounds — in informal or creative learning environments.

OTHER DUTIES

This job description is not intended to cover all duties or responsibilities. Duties may change as program needs evolve.

AAP/EEO

Knowledge Quest is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees. Employment decisions are made without regard to age, color, disability, gender identity or expression, marital status, national origin, race, religion, sex, sexual orientation, veteran status, or any other protected status.