



Vote-by-Mail Manager

Position Description

May 2026

Department:	Voter & Voter-by-Mail Services
Classification:	Exempt
Reports to:	Chief Director, Operations

POSITION SUMMARY

This position is responsible for the supervision, management and coordination of vote-by-mail personnel and activities in accordance with Florida Statutes. Primary focus is the management of staff, the oversight of all vote-by-mail functions, promoting excellent customer service, and assisting to facilitate successful elections.

Skills and Qualifications

REQUIRED

- * Graduation from a regionally accredited college or university with Bachelor of Science or Bachelor of Arts degree; or a high school diploma with a documented minimum of 3 years experience in elections, management, supervision or field of work that could translate to work in the elections industry
- * Working knowledge of office management
- * Commitment to time management and punctuality
- * Familiarity with all applications of Microsoft Windows, Microsoft Office suite, etc.
- * Adaptable to change and understand workplace flexibility
- * Ability to write legibly and to follow oral and written instructions
- * Ability to meet and deal effectively and very courteously with the general public
- * Ability to establish and maintain good working relationships with co-workers, subordinators and employees of all levels in other departments
- * Ability to gain knowledge of district and precinct boundaries for Sarasota County
- * Ability to speak clearly and courteously in person and on the telephone

PREFERRED

- Ability to understand county, state and federal regulations as they relate to the electoral process
- Experience working in the elections industry
- Working knowledge or ability to gain knowledge of applicable components of the voter registration software application, including, but not limited to, voter search/edit and vote-by-mail (VBM) request screens

Functions and Responsibilities

- * Manages all vote-by-mail activities including but not limited to petition processing, mailing ballots, correspondence with voters, supervised voting, phone bank operations, records management and all vote-by-mail procedures related to the VBM drop box program during early voting and VBM election day activities.
- * Supervises vote-by-mail personnel including regular and temporary employees
- * Works to plan, organize, and implement effective programs and projects for the vote-by-mail aspect of the department
- * Communicates vote-by-mail information, policies and procedures to employees and the entire organization
- * Serves as the liaison with other departments, offices, and the public
- * Makes recommendations and may prepare written policies for the Chief Director of Operations and the Supervisor of Elections approval
- * Recommends action to eliminate challenges or maximize opportunities consistent with departmental mission, procedure or policy
- * May assist in the preparation of written publications or legal advertisements
- * Maintains a working knowledge of all election laws, districts and precinct boundaries
- * Responds to inquiries by the public in person, by phone and/or by email in a courteous manner
- * Communicates changes and updates in procedures or laws to office staff
- * Works in concert with the Public Information Officer to process applicable public records requests
- * Generates letters, forms, lists and reports as needed or assigned
- * Updates vote-by-mail services manual and provides training for regular and temporary personnel
- * Works in coordination with all departments
- * Operates office equipment including but not limited to mail machine, folder, tabber, and copier
- * Proofs variety of work
- * Works directly with various vendors to complete responsibilities of the department.
- * Able to understand and perform all aspects of the Vote-by-Mail Department responsibilities, including but not limited to, petition processing, signature verification, accepting VBM requests, updating voter records, overseeing opening and duplication, creating and printing reports, managing the VBM Call Center, and presenting to the Canvassing Board.
- Able to assist in Voter Services tasks where needed and assigned.
- * Other duties as assigned

Physical Demands/Work Environment

- * Work involves sitting at a desk with some standing (occasional long periods of standing), stooping, and occasional lifting of objects less than 25 pounds. Work demands the ability to multi-task and effectively under pressure.
- * Work may involve weekends during an election cycle, flex time and/or extended hours at various locations during election periods.

This position description in no way states or implies that these are the only duties to be performed. The employee will be required to follow any other instructions and to perform any other reasonable duties as may be assigned within the knowledge, skill and abilities framework.