

Supervisor of Elections Office, Leon County, FL

Employee Position: Voter Services Specialist

Pay Grade: 82

Annual Minimum Salary: \$30,947 / Annual Maximum Salary: \$54,088

JOB DESCRIPTION:

The Voter Services Specialist is a highly responsible position that requires extensive customer service skills and knowledge concerning voter registration, elections and candidates. Essential qualities in this position include being reliable, competent, punctual, accurate and flexible. Excellent time management skills and proficient computer capabilities are required to successfully handle large workloads on time-constricted schedules. This position is responsible for providing front line customer service, helping provide access to public records and coordinating correspondence with the public, candidates and the media. This position is required to effectively process a variety of digital and paper records, scan documents and protect confidential information as defined by Florida Statutes.

Must be able to work under pressure with composure, excel in a team environment, accept flexible shifts and hours and be able to lift up to thirty pounds. This public-facing position primarily works from the customer service desk in the office's main lobby. Some overtime and out-of-town travel may be required. Work is performed under the direction of the Voter Services Manager, generally in an office environment. The Supervisor of Elections is an EEO/ADA employer.

ILLUSTRATIVE DUTIES:

- Receives, processes and fulfills Florida Voter Registration Applications (FVRAs), petitions and other incoming voter requests.
- Monitors and responds to public inquiries through email, phone and written correspondence.
- Provides front line customer service and reception services to those who visit and call the office.
- Receives and processes incoming mail.
- Assists with managing workflows for record processing and retention in the front office.
- Perform quality assurance reviews on data and work products, including providing peer to peer feedback.
- Serves as the primary project lead in one or more Voter Services program areas while collaborating and cross-training on all program areas across the entire Voter Services team.
- Manages seasonal staff during election cycles and assists with prioritization of team projects.
- Implements and monitors projects for timely and accurate completion.
- Identifies areas of process improvement.
- Communicates with and assists local candidates for public office.
- Receives, processes and monitors financial reporting documents and requirements.
- Attends industry conferences, training and symposiums.
- Performs other tasks as required.

REQUIRED SKILLS:

- Provide excellent customer service, in person, over the phone and in writing.
- Proficiency with word processing, spreadsheets and accurate data entry.
- Ability to work under deadlines in a collaborative, team environment.

DESIRED SKILLS:

- Spanish language proficiency.
- Familiarity with Florida election laws, administrative rules and opinions.
- Previous customer service experience.

PREFERRED TRAINING AND EXPERIENCE:

Bachelor's degree and two years relevant experience. Related professional experience may be substituted for the required education on a year for year basis.

Updated 7/7/21