



Orange County Supervisor of Elections Job Opportunity Announcement

Date:	April 7, 2021
Job Title:	Vote-By-Mail Services Manager
Department:	Voter Services
Recruiting Location:	Orlando, FL
Position Type:	Regular / Full-Time
FLSA Status:	Exempt
Pay Grade:	14
Salary:	Commensurate with experience
Application Deadline:	Open until filled

POSITION SUMMARY

The Vote-by-Mail Services Manager is responsible for all aspects of the Vote-by-Mail process. Oversees the ReliaVote inserter/sorter solution for the VBM process, as well as the daily printing and mailings for the Supervisor of Elections office.

This position reports to the Director of Voter Services and supervises the department of Vote-by-Mail Specialists, Vote-by-Mail Technicians, Vote-by-Mail Coordinators, and Vote-by-Mail Support staff. During election periods, temporary staff is hired to assist with the work of the department.

SKILLS AND QUALIFICATIONS

REQUIRED:

- Associate's degree
- A minimum of two years' management-level experience in a position with project management responsibility, or a minimum of four years' management-level experience in an Election Office, or similar field with rapidly changing priorities and pressure from constant deadlines
- Exceptional organizational and follow-up skills with attention to detail and accuracy
- Excellent verbal communication skills and ability to build rapport with people from diverse cultures
- Ability to plan and execute multiple deadline driven projects simultaneously
- Develop and deliver interesting and informative presentations
- Proficiency with Microsoft Office products including knowledge of spreadsheets, presentation software, database queries, and word processing, and ability to learn new software programs
- Ability to work extended workdays and weekends
- Valid driver's license and driving history that meets SOE driving standards

Preferred:

- Bachelor's degree or higher education in Political Science, Business Administration or related field
- Minimum of five years' management-level experience in a position with project management responsibility
- Bilingual in English and Spanish
- Knowledge of applicable county, state, and federal laws, rules, and regulations pertaining to election operations

- Knowledge of USPS mailing rules, regulations, and basic standards for mailing services
- Prior experience working for a Supervisor of Election Office
- Experience with ReliaVote inserting/sorting equipment
- Working knowledge of software systems including, but not limited to: Microsoft, Excel, Smartsheets, and Voter Focus software

POSITION FUNCTIONS AND DUTIES

- Manage all postal related functions for the SOE Office, following USPS mailing rules, regulations, and basic standards for mailing services.
- Supervise the printing of daily correspondence; including ID cards, letters, postcards, and other mailing projects.
- Manage the Vote-by-Mail voting process for local, state, and federal elections in accordance with all federal and state laws.
- Oversee the operation of and operate the ReliaVote mail inserting equipment and the ReliaVote sorter for Vote-by-Mail returns, undeliverable mail and audit process.
- Ensure that receipts for requests, preparation and execution of Vote-by-Mail delivery (e-mail and fax) and returned ballots are processed properly and timely.
- Work with all other SOE Directors and Managers to maintain and improve online web request and ballot tracking systems.
- Continually develop and apply a thorough understanding of the Florida Voter Registration systems, the registration process, Vote-by-Mail voting and all relevant data entry procedures.
- Oversee and process the Federal Write-In Vote-by-Mail Ballots.
- Assist with vendor relationships for inserting Vote-by-Mail ballots, equipment needs, maintenance, and software (Automatic Signature Verification).
- Oversee and assist with research and processing of online requests.
- Provide supervision, guidance, and training to Vote-by-Mail staff, full-time and temporary staff.
- Coach, develop, discipline, and terminate employees as needed. Conduct performance review evaluations.
- Create procedures, maintain statistics, and prepare reports as needed; train and manage full time and temporary staff.
- Maintain department records in accordance with the Florida Department of State, General Records Schedule GS3 for Election Records and the General Records Schedule GS1-SL for State and Local Government Agencies.
- Communicate verbally and in writing with the public, candidates, and campaigns (and sometimes the media) in order to provide general information of the requirements for Vote-by-Mail requests and the Vote-by-Mail process.
- Service as liaison to City Clerks for Vote-by-Mail information.
- Complete and submit the UOCAVA Vote-by-Mail Delivery Report to the State Division of Elections.
- Assist with the completion of statistical reports, such as the EAC Survey, as well as responses to public records requests.
- Assist County and Municipal Canvassing Boards with the review of referred Vote-by-Mail ballots.
- Identify procedures and programming updates that will make processes more efficient and to ensure compliance.
- Assist with the review of the Vote-by-Mail project deadlines for the Election Calendar.
- Continually develop and apply knowledge of Florida election laws in order to effectively create and deliver presentations and answer questions from the public regarding election and voting topics.
- Continually review employees' workloads, schedules, project status, and results to ensure all deadlines are met.
- Review various material content in print and digital for accuracy and compliance.
- Assist with the revision of SOE mailers, including but not limited to; the Notice of Election, Sample Ballots, informational postcard mailings.
- Coordinate special projects as assigned by management.
- Communicate progress on projects, assess priorities and share calendar of events with management.
- Order graphic reproduction supplies, ballots, mail related inventory, as well as any consumable supplies.
- Manage departmental expenses, monitor trends, and offer recommendations for annual budget.
- Work at least one municipal election as directed by the Supervisor of Elections and Elections Director
- Perform all other duties as assigned.

WORKING CONDITIONS

The majority of the work is performed indoors in an air-conditioned office seated at a desk facing a computer screen. During election periods there may be periods of standing and lifting of mail trays. Requires occasional contact with business professionals, members of the public, and co-workers.

This position requires full-time hours, Monday through Friday, in addition to extended workdays and weekend work during election events, sometimes with little or no advanced notice.

SPECIAL EQUIPMENT

Must possess working knowledge of office machines, equipment, and tools including, but not limited to: Multi-line phone system, computer, laptops, tablets, scanner, imaging systems, election equipment, printer, facsimile machine, copier, calculator, and company vehicles.

PHYSICAL AND MENTAL DEMANDS

Requirements and Frequency		
Occasional Demands (1-33%)	Frequent Demands (34-66%)	Constant Demands (67-100%)
Reaching	Grasping	Reading and Comprehending
Bending	Hand-Eye Coordination	Focus for Extending Periods
Lifting and/or Carrying (20 to 30 lbs.)	Standing	Sitting
Crouching	Twisting	Repetitive Wrist Motion
Pushing	Lifting and/or Carrying (Up to 20 lbs.)	Mental Alertness
Pulling	Walking	Hearing
	Driving	Visual Acuity
		Decision-Making
		Oral Communication

DISCLAIMER

This is a general overview of the Vote-by-Mail Manager's position. The Orange County Supervisor of Elections reserves the right to change, alter or void all or any part of this position overview, at any time, with or without notice.

AT WILL STATEMENT

Employment at the Orange County Supervisor of Elections' Office is on an "at-will" basis. It may be terminated at any time, with or without cause by either the employee or employer. It is not guaranteed, contracted or promised for any length of time. No person other than the Orange County Supervisor of Elections has the authority to alter the at-will status of your employment or to enter into any employment contract with you. The Orange County Supervisor of Elections reserves the right to change, amend or revoke rates of pay, terms and conditions of your employment and job offers at any time.

HOW TO APPLY

Mail application to:

Orange County Supervisor of Elections
Attention: Human Resources
PO Box 562001
Orlando, FL 32856

Email application to: recruiter@ocfelections.com