



VOTE-BY-MAIL COORDINATOR

JOB OPPORTUNITY ANNOUNCEMENT

DATE:	OCTOBER 25, 2021
DIVISION / DEPARTMENT:	ELECTION ADMINISTRATION / VOTE-BY-MAIL
POSITION TYPE:	REGULAR / FULL TIME
FLSA CLASSIFICATION:	NON-EXEMPT
JOB LOCATION:	ORLANDO, FL
APPLICATION DEADLINE:	OPEN UNTIL FILLED

POSITION SUMMARY

The Vote-by-Mail Coordinator oversees all aspects of the Vote-by-Mail voting process and mail services through the preparation of schedules, design of voter communications, processing of ballot requests and returns, and performance of data quality procedures for the Orange County Supervisor of Elections (SOE) in order to meet all statutory requirements and deadlines.

This position reports to the Vote-by-Mail Services Manager and does not supervise regular employees, however during election periods, the Vote-by-Mail Coordinator will supervise temporary workers/teams.

SKILLS AND QUALIFICATIONS

REQUIRED:

- Associate's Degree from an accredited degree granting college or university; or high school diploma/possession of a GED certificate and three years' of experience in an administrative position with responsibility for project management; or high school diploma/possession of a GED certificate and prior experience working a minimum of one election cycle for a Florida Supervisor of Elections, or another state, county, local jurisdiction Election Office
- Knowledge of applicable county, state, and federal laws, rules, and regulations pertaining to election operations
- Exceptional organizational and follow-up skills with attention to detail and accuracy
- Proficiency with Microsoft Office products including spreadsheets, database queries, and word processing, and ability to learn new software programs
- Ability to work extended workdays and weekends, with little or no advance notice
- Good communication skills with ability to exercise patience when addressing customer issues
- Demonstrate strong organizational skills with attention to detail and accuracy
- Prior experience in managing projects and/or teams
- Valid driver license and driving history that meets SOE driving standards – Successful completion of the Orange County Defensive Driving Course

PREFERRED:

- Associate's Degree, or higher education, from an accredited degree granting college or university in Political Science, Business Administration or related field
- Prior experience working a minimum of one election cycle for the Supervisor of Elections
- Working knowledge of Voter Focus software
- Bilingual in English and Spanish
- Knowledge of Orange County and Municipalities located within
- Prior ReliaVote inserting/sorting equipment experience
- Experience with a Hasler IM6000 Mail Machine

POSITION FUNCTIONS AND DUTIES

- Assist voters with Vote-by-Mail requests, deliver ballots to voters, and address questions from general public
- Oversee the processing of Vote-by-Mail ballot requests in a timely manner, updating voter registration information as needed, and maintaining all records as required by Florida Statutes

- Research and resolve data entry errors, retrieve Vote-by-Mail reports, and maintain files in the Voter Registration system
- Compose departmental and public correspondence related to the Vote-by-Mail voting processes
- Perform routine data entry of information accurately, efficiently, and consistent with SOE quality standards
- Identify quality improvement opportunities for processing effectiveness
- Monitor the Vote-by-Mail Services Department website content and recommend updates and/or additions as needed
- Manage the Vote-by-Mail Services Department email account; provide responses to inquiries in accordance with the procedures and the Florida Election Laws
- Train and supervise the Vote-by-Mail signature verification team and the email/chat team
- Oversee the processing of Vote-by-Mail Cure Affidavits and correspondence
- Assist the Vote-by-Mail Processing Specialist in performing 2nd and 3rd review of coded returned ballots before presentation to Canvassing Board
- Along with the Vote-by-Mail Processing Specialist, prepares certain challenged Vote-by-Mail ballots and supporting material for Municipal and the County Canvassing Boards' review and final determination
- Follows the County Canvassing Board's instruction on the final determination of challenged ballots and updates voter records as needed
- Coordinate with the Customer Relations Manager and the IS Division, preparation/training/testing for in-person delivery of Vote-by-Mail ballots at the SOE office
- Assist in the ballot audit process prior to releasing ballots to the opening team
- Serve as backup operator to the ReliaVote Inserter and Sorter
- Maintains the chain of custody of all Vote-by-Mail ballots as required by law, insuring they are properly stored at all times
- Continually develop and apply knowledge of Florida Election Laws in order to effectively answer questions from the public regarding the Vote-by-Mail voting method
- In collaboration with the Director of Election Administration and the Vote-by-Mail Services Manager, prepare the ballot processing election calendar
- Assist the Vote-by-Mail Services Manager in monitoring Vote-by-Mail schedules to ensure deadlines are met
- Keeps the Vote-by-Mail Services Manager informed of work status and coordinates work priorities on a daily basis
- Manage and train assigned temporary staff during election periods
- Assist Vote-by-Mail Services Manager with USPS & vendor communications & coordination of special projects
- Cross-trained in all areas and functions of the Vote-by-Mail Services Department
- Readily assists managers in the Division, at the direction of the Vote-by-Mail Services Manager, to ensure all work is processed and all deadlines met
- Work at least one municipal election as required by the SOE Office
- 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. Occasionally there may be work indoors and outdoors at polling locations, voter registration sites and community venues. Requires frequent contact with business professionals, members of the public, and co-workers.

At peak times during elections cycles, this position will require long periods of standing, walking and some lifting.

This position requires full-time hours Monday through Friday, in addition to frequent extended workdays and weekend work due to community events. During election periods, extended workdays and weekend work are frequent, 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, inserting/sorting equipment, scanner, imaging systems, election equipment, voting tabulators, pallet jack, box cutters, printer, folder, facsimile machine, copier, calculator, mail machine, envelopener, 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
Stooping	Hand-Eye Coordination	Focus for Extended Periods
Bending	Repetitive Wrist Motion	Hearing
Driving	Visual Acuity	Sitting
Pulling	Walking	Oral Communication
Pushing	Lifting and/or Carrying (up to 20 lbs.)	Mental Alertness
Lifting and/or Carrying (20 to 30 lbs.)		Decision-Making

DISCLAIMER

This is a general overview of the Vote-By-Mail Coordinator 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.

COVID19

Becoming fully vaccinated against COVID-19 is a condition of employment for new hires. New hires who accept employment with the Supervisor of Elections will be provided with a deadline by which they must be fully vaccinated or receive an approved accommodation.

HOW TO APPLY

Email applications to: recruiter@ocfelections.com

Mail application to:

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