

Elections Voter Services Specialist

Salary- \$15.50 – \$17.92 hourly
\$32,240 - \$37,273 Annually

Issue Date: Tuesday, May 23, 2023

Closing Date: Friday, June 2, 2023 (or until filled)

Remote Work Availability: No. This position requires on-site work.

FLSA Classification: Non-Exempt

Full-Time Position: 40 hours per week. During the election cycle, additional hours will be required above 40 hours per week as needed and compensated with overtime pay or compensatory time off. Outside of the election cycle, some overtime, nights, and weekends are required at the discretion of the supervisor, which is compensated with overtime pay or compensatory time off.

Valid Driver's License and Driving Required: This position requires deliveries to and pickups from the post office and our warehouse location, and attendance at community events (up to 10%) each week. Vehicles are available. A Defensive Driving Course will be provided.

Application Requirements: Cover letter, resume', and employment application (available on the SOE website). All items must be received by the closing date to be considered.

- **Mailed to:**
Escambia County Supervisor of Elections Office
ATTN: Sonya Daniel, Deputy SOE
P.O. Box 12601
Pensacola, Florida 32591-2601
- **Emailed to:** SOE@escambiavotes.gov
- **Hand-delivered to:** 213 Palafox Place 2nd Floor, Pensacola, Florida 32502

Description

The Voter Services Specialist is a highly responsible position that requires extensive customer service skills and may oversee a work unit. 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 customer service, performing data entry, accessing public records, and corresponding with the public. This position is required to effectively manage numerous forms, scan documents, and protect confidential information as defined by Florida Statutes. The Voter Services Specialist works under the direction of the Voter Services Coordinator to ensure accuracy and completeness of voter data and to maintain the voter registration information for the Supervisor of Elections Office.

Examples of Duties (*These are intended as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position.*)

1. Provides information to the public concerning registration, deadlines, elected officials, governmental districts, terms of office and elections
2. Receives, processes, and fulfills incoming requests from voters

3. Processes Florida Voter Registration Applications (FVRA), Federal Post Card Applications (FPCA) and Vote-By-Mail requests
4. Assists with managing workflows for record processing in the front office
5. Assists with all list maintenance activities as assigned
6. Participates in county-wide outreach events and voter registration activities
7. Monitors and responds to public inquiries through email, phone, and written correspondence
8. Receives and processes incoming mail; prepares, packages, and delivers outgoing mail
9. Implements and monitors projects for timely and accurate completion
10. Provides direction and prioritization for temporary staff during election cycles
11. Supports other elections divisions when requested
12. Participates in election educational opportunities
13. Identifies areas of process improvement
14. Performs other election office duties as required
15. Some overtime and out-of-town travel may be essential

Typical Qualifications

Minimum Qualification Requirements:

High School Diploma or equivalent with minimum five (5) years of progressively responsible experience in a customer service, clerical, secretarial or administrative position is preferred; Associates Degree or higher with minimum two (2) years of progressively responsible experience in the fields listed above is desired.

Knowledge, Skills, Abilities, and Other Characteristics (KSAOs):

Knowledge of:

- Familiarity with Florida election laws, administrative rules, and opinions
- Knowledge of project management principles
- Time management skills
- Personnel management experience
- Notary Public or ability to obtain a commission certificate if necessary

Demonstrated Skill in:

- Provide outstanding customer service in person, over the phone and in writing
- Ability to work independently
- Excellent time management skills
- Must be able to work under pressure, with composure
- Must be reliable, competent, punctual, accurate and flexible
- Proficiency with word processing, spreadsheets, and accurate data entry in relevant software applications
- Capacity to work under deadlines in a collaborative, team environment
- Work flexible hours during high volume seasons

- Effectively manage numerous forms, scan documents, and protect confidential information as defined by Florida Statutes
- Excel in a team environment
- Communicate with the public with clear expression in English
- Communication and interpersonal relations as applied to interaction with coworkers, supervisor, the general public, etc. sufficient to exchange or convey information and to receive work direction

Ability to:

Interact with the public with clear expression in English; ability to also read, write and speak Spanish is a plus

Supplemental Information

Employee Responsibilities:

All Escambia County Supervisor of Elections employees must serve the public and fellow employees with honesty and integrity in full compliance with the Election Laws of Florida, the Escambia County Supervisor of Elections Employee Handbook, which include specific policies on ethics and conflict of interest policies.

All employees must establish and maintain effective working relationships with the general public, co-workers, elected and appointed officials and members of diverse cultural and linguistic backgrounds, regardless of race, color, religion, sex, national origin, age, disability, marital status, political affiliation, familial status, sexual orientation, pregnancy, or gender identity and expression.

Election Cycle Responsibilities:

During an election cycle, the incumbent of this position will automatically be considered for additional election responsibilities. This employee is subject to work evenings and/or weekends and is expected to perform election related duties, as assigned.

ADA Requirements

Physical Requirements:

Positions in this class typically requires reaching, standing, walking, lifting, grasping, talking, hearing, seeing, finger and hand dexterity as well as repetitive motions. Occasionally and during an election cycle, this position will have periods of balancing, stooping, kneeling, crouching, reaching, standing, walking, pushing, pulling, and lifting of elections supplies and/or related equipment.

Valid Driver's License and Driving Required. This position requires deliveries to and pickups from the post office and our warehouse location, and attendance at community events (up to 10%) each week. Vehicles are available. A Defensive Driving Course will be provided.

Medium Work: Exerting and/or lifting up to 30 pounds of force occasionally with assistance, and/or up to 20 pounds frequently, and/or up to 10 pounds constantly to move objects.