



MARY JANE ARRINGTON
OSCEOLA COUNTY SUPERVISOR OF ELECTIONS

JOB DESCRIPTION
NON-EXEMPT

POSITION TITLE: Voter Services Specialist

DEPARTMENT: Voter Services

HOURLY RATE: \$19.58

GENERAL DESCRIPTION:

The Voter Services Specialist position is a key role ensuring voters have access to necessary information and resources to participate in elections. The position requires excellent customer service and time management skills. This position is responsible for the accurate entry and maintenance of voter registration information; ensuring the integrity and confidentiality of voter data; providing support during the election cycle; effectively communicating with the public about the voting processes; and providing essential assistance to voters, including answering inquiries, and processing voter-related documents. Essential qualities include being accurate, capable of making sound decisions, competent, detail-oriented, flexible, punctual, and reliable. This position works on special projects as assigned. The Voter Services Specialist reports to the Voter Services Director.

The ideal candidate shall be able to communicate effectively with a wide range of constituents, verbally and in writing; be able to function in a fast paced and sometimes rapidly changing environment; possess accurate data entry skills; able to accommodate large workloads under time constraints; and able to operate a wide range of office equipment.

ESSENTIAL JOB FUNCTIONS:

(These essential job functions are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position.)

- Responsible for voter registration, voter registration changes.
- Provides voters with information about registration procedures, registration deadlines, and election dates.
- Effectively manages numerous forms of proof-written information, and data entered into the voter registration system, scans documents, and protects confidential information as defined by Florida Statutes.
- Assists with all list management activities.
- Assists in the production of voter notifications, which may include but is not limited to printing, and preparing for mailing.
- Performs daily mail functions.
- Provides frontline customer services.
- Scanning and indexing of files.
- Provides clerical support as required by the department.
- Handles special projects and other duties as assigned.

MINIMUM QUALIFICATIONS:

1. High School Diploma or its equivalent.
2. Experience in Customer Service.
3. Ability to multi-task in an ever-changing environment.
4. Ability to lift and carry materials weighing 30 – 40 pounds.
5. Effective communication skills in person, over the phone, and in writing.
6. Ability to understand Federal and Florida Election Laws and Rules and how they apply to election office operations.
7. Must be a registered voter in the State of Florida prior to appointment.
8. Proficiency and accuracy in data entry, with word processing and spreadsheet experience.
9. Ability to work under deadlines in a collaborative, team environment.
10. Attention to detail to avoid errors.

(A comparable amount of education, training, or experience may be substituted for the minimum qualifications.)

JOB CONTINGENCIES/MANDATORY SPECIAL REQUIREMENTS/TERMS OF EMPLOYMENT

- Confidentiality and discretion - handling sensitive voter information and election related data with respect for privacy and security.
- Criminal, credit, and Department of Motor Vehicle background checks are required.

- The employee is expected to maintain regular office hours (8:00 a.m. to 5:00 p.m., with an hour lunch), with the understanding these hours shall be adjusted during the election season. Overtime will be compensated according to federal laws.
- The employee must be available to work extended hours and weekends as necessary, with little to no prior notice.
- Schedules will be adjusted according to the needs of the election office.
- Perform related duties as assigned.

WORKING CONDITIONS: Office environment; some field work; and warehouse work.

BENEFITS:

- Full-time, Non-exempt position
- Benefits package include Health/Dental/Life/Retirement/Paid Holidays
- Overtime during Election Season