

The Election Center

national association of election and voter registration officials

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4-29-10



Headline: ELECTIONS OPERATIONS MANAGER

Job Title: Elections Operations Manager

Status: Exempt, Full-Time

Location: San Diego, California USA

Description: *Provide daily management, planning, oversight and delivery of services from Election Operations Division of Everyone Counts, a fast-growing company that serves public and private sector clients utilizing computer and internet technology. Ideal candidate will possess significant skills and experience at: election administration, management, project planning, oversight and delivery; internet and computer technology, employee and contractor recruitment, subcontracting, customer service, and sales.*

Duties:

Under the supervision of the Chief Elections Officer, you will work day-to-day with the Lead Election Administrator and Operations division delivery team to ensure flawless preparation and delivery of all elections and client-support services. This will include developing short and long term planning and execution strategy for all elections anticipated by Sales team, and coordination of delivery services that may be required by software engineering team. Such execution shall include the recruitment and management of highly qualified staff and contractors for the division, and management of workflow and delivery. Election Operations Manager shall be responsible for ensuring the highest possible election services and standards are being provided to clients at all times, and regularly report division activity to the Director of Election Operations. Working with the Lead Election Administrator, you will ensure that plans are in place in the Operations division for the following components of election administration: elections conducted conform to various local and federal laws; election are set up using the Everyone Counts software-based voting administration system, testing of the election application, monitoring of election during voting period, responding to voter inquiries, delivering results, and customer satisfaction and detailed administrative reporting. Periodic travel to clients and conferences may also be required.

Qualifications & Skills needed:

- Minimum of a Bachelor's degree is required. Advanced Management degree and training preferred.
- Minimum of five years of experience in election administration, preferably public elections.
- Minimum of five years of successful recruitment, management and supervisory experience of 10 or more employees and subcontractors, preferably in the election administration or technology field.
- Minimum of five years of experience in project management, preferably in election administration in public elections.
- Must demonstrate ability to work independently and to monitor and guide the work of others.
- Must demonstrate strong project planning and project delivery skills.
- Excellent written, oral and presentation communications are required.
- Proven attention to detail and accuracy is a must.
- Demonstrated ability to organize and manage large amounts of information in a busy environment.
- Requires strong strategic thinking and implementation skills.
- Requires strong proficiency in general computer software, such as Microsoft Excel and Outlook, and advanced planning software such as Microsoft Project or equivalent. Strong comfort level with the use of the Internet and technology is a must. Further advanced computer skills are a plus.

- Must be able to collaborate with a variety of managers, employees and divisions, taking the initiative to reach out to others and to accomplish all tasks with high quality in a time-efficient manner.
- Ability to work long hours at times, and to be very productive during busy periods.
- A demonstrated history of taking responsibility for important, complex tasks being completed with perfection.

Qualified candidates will have values aligned with the Everyone Counts team:

- We ensure the cornerstone of democracy.
- Each of us is charged with having a positive impact on every life we touch.
- We help our customers better connect with their members, customers, employees and voters, enhancing those relationships and increasing satisfaction.
- We help our customers' voters and members to be heard – accurately and clearly.
- We save our customers money, so their businesses can be more profitable and tax dollars are spent wisely.
- Our team members' commitment and passion inspires others to be more, do more, and give more.

Salary is negotiable, depending on experience and qualifications. Full health benefits included.

Everyone Counts is an equal opportunity employer.

Send resume and cover letter to:

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