



**Miami-Dade County Elections Department
Poll Worker Recruitment & Training Division
Training and Administrative Procedures Section
Elections Section Manager, Training**

Minimum Qualifications: Bachelor's degree. Three years of professional experience in customer service, training, event coordination/planning or elections operations, are required. Additional related experience may substitute for the required education on a year-for-year basis.

Job Description:

OVERVIEW AND NATURE OF WORK:

The Elections Department conducts elections that are accurate, convenient, and accessible to all eligible voters throughout Miami-Dade County. The Department ensures that all federal, state, county, municipal, and special taxing district elections are conducted and tabulated in a correct, uniform, and impartial manner with adherence to federal, state, and local election laws.

This position is responsible for direct oversight of the Training and Administrative Procedures Section. Duties include canvassing and securing of countywide training sites; develop poll worker training curriculum; continuing the review of training manuals and procedures; conducting Train the Trainer courses; coordinating all Election Day details such as precinct setup, Election Day operations and call center support. Other assigned duties include management of permanent staff and recruitment of temporary staff. Also, providing analysis of federal, state and county rules, laws, and statutes regarding the Voting and Elections process.

ILLUSTRATIVE TASKS:

This position incumbent is responsible for managing and supervising subordinate employees assigned to the Training and Administrative Procedures Section of the Poll Worker Recruitment & Training Division who are engaged in diversified tasks in support of election administration and operations. Supervision is exercised over professional staff, technical trainers, and support staff engaged in various operational functions. Specifically, this position is responsible for supervising four full-time employees including two Technical Training Specialists 2, one Supervisor, and one Elections Procedures Specialist. This position hires, trains and supervises approximately 30 temporary Technical Trainers, 100 temporary Administrative Trouble Shooters, and six temporary administrative employees during countywide elections. This includes monitoring daily work flow, achievement of section goals as well as individual performance measures, discipline, and corrective actions as necessary. Makes recommendations and decisions regarding hiring, discipline and promotion of subordinates, authorizes leave and overtime. Additionally, this position has responsibility for the budget associated with the Training and Administrative Procedures Section.

The manager is also responsible for developing complex multimedia training programs designed to meet all Federal, State and local laws and ordinances. This includes the development and implementation of train-the-trainer programs to train permanent and temporary trainers on current Elections statutes and procedures, as well as proper use of voting equipment used on Election Day. These training programs are



developed in order to comply with Florida Statutes and successfully train over 7,000 poll workers for every countywide election. This position also develops and implements the training programs prepared for Elections Specialists, Administrative Trouble Shooters, and Collection Centers Supervisors who are assigned to work on Election Day.

Coordinates with Divisions within the Department as well as other County Departments and other entities to secure and maintain off-site training sites; additionally, provides oversight for countywide training initiatives by arranging locations, dates, time and personnel; ensures that supplies are delivered and picked-up and that seasonal trainers are adequately prepared and scheduled for training for all sites during countywide elections. Responsible for the budget and logistical planning associated with off-site training provided to both County and Non-County poll workers.

Oversees the Supervisor responsible for the training and performance of 100 Administrative Trouble Shooters to ensure they can assist with any issues that may arise during the Election or voting process on Election Day. Recommends an appropriate number of routes and ensures Administrative Trouble Shooters receive adequate tools and complete and accurate documentation to fulfill their duties. Likewise, oversees the functions of 20 Collection Centers and training of approximately 40 Collection Centers heads in charge of administering receipt of Election Day Ballots, Provisional Ballots, Election Day documentation, and media from all voting equipment and voters' check-in equipment received from approximately 600 polling locations on Election Night.

On Election Day, responsible for coordinating and supervising operations of approximately 40 individuals assigned to Election Central (phone bank) during Election Day as it relates to inquiries received from polling locations for technical and procedural issues and recommends deployment of Administrative/Technical Trouble Shooters as needed to address concerns on the field. At the completion of each election, this position is responsible for overseeing the inventory and appropriate records retention of all election-related materials. This position may be called upon to assist with a variety of tasks related to the Poll Worker Recruitment & Training Division or larger Department as needed.

KNOWLEDGE, SKILLS AND ABILITIES:

Considerable experience with project management, strategic planning, business writing and training/public speaking. Knowledge of supervisory principles and best practices as well as professional development; skill in motivating subordinates in a manner conducive to peak performance. Ability to train subordinates in a variety of procedures and processes. Ability to establish effective working relationships with the public, subordinates and superiors.

TO APPLY

Visit <https://www8.miamidade.gov/global/humanresources/jobs/home.page> and search for "Job Opening 54854".