



Administrative Specialist III (Elections Specialist Lead)

DEPARTMENT: KCE - King County Elections
DIVISION: Voter Services
SALARY: \$24.50 - \$31.19 Hourly
LOCATION: King County Elections - 919 SW Grady Way, Renton, WA 98057-2906
JOB TYPE: Career Service, Full Time, 35 hrs/week
CLOSING DATE: 02/12/20 11:59 PM

SUMMARY:

This is an amazing opportunity to be engaged in the election process!

The Department of Elections is recruiting for an Elections Specialist Lead to join our Voter Services team. This position will lead processes, projects, and people which will include leading, coaching, mentoring, and training temporary and regular staff. Leads may also provide assistance and/or participate in long-term cross-training in multiple work areas to meet organizational agile efforts. This is a great opportunity for a customer service oriented person with strong communication and interpersonal skills.

King County Elections (KCE) manages voter registrations and elections for more than 1.3 million voters in King County, the largest vote-by-mail county in the United States. KCE's mission is to conduct fair, open and accurate elections. As a leader in providing inclusive elections, KCE is focused on three key priorities – (1) actively identifying and working to remove barriers to voting at both the individual and community level, (2) strengthening relationships with community and governmental partners, and (3) creating a culture of professional growth and development, openness and inclusion. Learn more at www.kingcounty.gov/elections.aspx.

The Department of Elections is searching for an energetic and resourceful professional who likes to "**get stuff done**". The Elections Specialist Lead positions in the Elections Department combine an exciting, fast-paced environment with the opportunity to **cultivate** talent and **apply** a variety of skills. The ideal candidate will thrive in an **innovative, fast-paced** environment and will not hesitate to roll up both sleeves, **work hard**, have **fun**, and get the job done.

WHO MAY APPLY: This career service position is open to the general public and all King County employees.

WORK LOCATION(S): This position will work at Renton Elections Building located at 919 SW Grady Way, Renton, WA 98057. The position will also frequently be requested to work at the King County Administration Building located at 500 4th Ave in Seattle and may be requested to work at additional off site voting and registration centers throughout the county.

WORK SCHEDULE: This position is subject to the provisions of the Fair Labor Standards Act and is overtime eligible. The workweek is typically 35 hours per week, 8:30 a.m. to 4:30 p.m., Monday through Friday. We require the flexibility to work additional hours during peak periods of the Election cycle that may occur outside of typical business hours.

REQUIRED MATERIALS: A **resume** and **cover letter** are required and should be attached before submitting your application. The cover letter should describe how your skills and experience meet or exceed the requirements of the job. Applications without the required materials may not be considered for this position.

JOB DUTIES:

- Organize and coordinate work activities; provide training and direction to diverse work groups.
- Improve work processes, address quality control issues, and document procedures and work instructions.
- Develop spreadsheets, word documents, and reports; review documents for proper formatting and accuracy.
- Research and resolve questions, problems, or inquiries from staff, citizens and/or stakeholders.
- Serve as lead for the Customer Service team which may include the following responsibilities:
 - Operate in person vote centers during some election periods providing customer service to voters who are registering to vote, updating their information, or getting a ballot.
 - Provide customer service to internal and external customers in person, by email and by phone communicating election program information and explaining election procedures, guidelines and regulations.
 - Operate the phone bank during some election periods providing oversight of staff.
 - Process incoming mail and distribute to appropriate workgroups.
 - Create and manage outgoing voter correspondence.
 - Process public data requests.

EXPERIENCE, QUALIFICATIONS, KNOWLEDGE, SKILLS:

- **Experience providing oversight** to a diverse group of workers in a team focused environment.
- Demonstrated ability to provide **excellent verbal and written communication** including instruction, training, and feedback.
- Work experience that includes **maintaining and tracking data and data analysis**.
- Experience **presenting information** to large diverse audiences.
- Demonstrated ability maintaining a professional demeanor and providing timely and reliable **customer service**.
- Demonstrated skill in **handling stressful situations** effectively while maintaining composure.
- Experience **maintaining confidentiality**, while sharing the right information with the appropriate people.
- Demonstrated ability **managing quickly changing priorities** and quickly changing information. Ability to **multi-task** in a busy environment.
- Ability to **work cooperatively** with a variety of individuals in a team environment.
- Demonstrated comfort with the use of **Microsoft Excel, Microsoft Word, email and electronic record filing systems** to create correspondence and spreadsheets, send and receive information, access and analyze data, and develop reports and outreach materials.

DESIRABLE QUALIFICATIONS:

- Working knowledge of election operations.

- Experience leading or overseeing customer service staff in a call center environment.

SUPPLEMENTAL INFORMATION:

Travel to work locations throughout King County with limited or no public transportation services is required. A valid Washington State Driver's License is required to operate King County vehicles.

PHYSICAL REQUIREMENTS: The duties in this position are performed in an office setting and may be required to lift at least 20 pounds independently and up to 50 pounds in a team setting.

UNION: This position is represented by Teamsters, Local 117, Administrative Support union.

King County is proud to be an Equal Employment Opportunity /Affirmative Action employer and we encourage people of color, women, veterans and people with disabilities to apply.

For more information regarding this recruitment, please contact:

Reeshema Lewis
Sr. HR Business Partner
Reeshema.Lewis@kingcounty.gov
(206) 263-8413

APPLICATIONS MAY BE FILED ONLINE AT:
<http://www.kingcounty.gov/>

Job #2020RL11278
ADMINISTRATIVE SPECIALIST III (ELECTIONS
SPECIALIST LEAD)
RL

King County Administration Bldg.
500 4th Ave. Rm. 553
Seattle, WA 98104
206-477-3404

Talent@kingcounty.gov

An Equal Opportunity Employer

Administrative Specialist III (Elections Specialist Lead) Supplemental Questionnaire

- * 1. Please select the areas in which you have working experience (select all that apply).
 - Maintaining and tracking data
 - Data analysis
 - Customer service
 - Overseeing call center staff
 - None of the above
- * 2. How many years of experience do you have overseeing a diverse group of workers?
 - Five or more years
 - Less than one year
 - One to two years
 - Three to four years
 - None but willing to learn
- * 3. Do you have experience providing training and presenting information to large groups of people?
 - Yes
 - No
- * 4. If you answered yes to the question above, please describe the types of trainings and presentations that you have provided. If you do not have this experience then type N/A.

* 5. This position requires a COVER LETTER and RESUME. If you have not yet attached or pasted in your resume and cover letter you may still do it at this point in the application process. Have you included a resume and cover letter with your application?

Yes

No

* Required Question