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Job #	Hits	Active	Total	Advertised
EBTA-2020A	291	20	20	06/17/20 - 07/01/20 11:59 PM

Job Title	Elections Services Technician
Closing Date/Time	Wed. 07/01/20 11:59 PM Pacific Time
Salary	\$22.67 - \$27.56 Hourly \$1,813.57 - \$2,204.40 Biweekly \$3,929.40 - \$4,776.21 Monthly \$47,152.80 - \$57,314.52 Annually
Job Type	Permanent Full-Time
Location	Martinez, California
Department	Clerk - Recorder

The Position Benefits Supplemental Questions

The Office of the County Clerk-Recorder is recruiting to fill two vacant positions as Elections Services Technician. Under general direction from the Election Processing Supervisor and lead direction from the Election Processing Specialist, the Elections Services Technician performs technical and complex support activities associated with the preparation for and the conduct of elections in one or more of the functional units of the Elections Division.

Why join the Contra Costa County Clerk-Recorder's Office?

Are you an innovator and high achiever? Service driven? Dedicated to quality? Would you like to be a part of a nationally recognized Election Team?

The Contra Costa County Clerk-Recorder's Office, Elections Division is currently recruiting for a Voters Services Technician as well as a Candidate Services Technician. There are two openings within the same recruitment; both are in the Elections Services Technician classification.

If applying for the Voter Services Technician position, you'll have the opportunity to be a part of voter registration, customer service, and Vote-by-Mail operations.

If applying for the Candidate Services Technician position, you'll have the opportunity to be a part of the process of candidates filing to run for office, preparing voter information publications, and providing customer service.

Contra Costa County is one of the state and nation's largest counties and currently has more than 650,000 registered voters and a population of 1.1 million. Located in the San Francisco Bay Area, Contra Costa County offers great salary and benefits in addition to a collaborative and fast paced work environment. If you have previous experience that includes tremendous overtime during an election, be prepared for a new experience.

We are looking for someone who is:

- collaborative, someone who is team-driven with strong communication skills
- a skilled planner and organizer; staying on top of tasks and deadlines
- committed to continuous improvement
- a natural problem solver; someone who is creative and thinks on their feet
- committed to public service
- adaptable; being able to remain flexible when plans change

If applying for the Voter Services Technician position, this is what you will typically be responsible for:

- Conducting daily processing of voter information in database systems
- Providing phone and in-person customer services
- Providing lead direction, training, and performing quality control checks of temporary staff
- Actively participating in the unit's planning and research activities
- Assisting in updating processes and procedures
- Assisting or leading assigned projects of the voter registration program including regular voter file maintenance and related voter notifications

- Working on assigned projects of the vote by mail program, including issuance, return and canvassing of ballots
- Assisting or leading assigned projects including processes for examining petitions and signature verification
- Working on assigned projects including the process of reviewing and adjudicating provisional ballots
- Assisting or leading projects including processes for military and overseas, confidential, and emergency voting

If applying for the Candidate Services Technician position, this is what you will typically be responsible for:

- Providing phone and in-person customer services
- Providing lead direction, training, and performs quality control checks of temporary staff
- Actively participating in unit's planning and research activities
- Working on updating processes and procedures
- Assisting or leading assigned projects of the candidate services program including preparing candidate information guides, issuing candidate documents, and processing the official filings for candidates to appear on the ballot
- Assisting or leading assigned projects including developing local measure guides and processing local measure documents
- Working on assigned projects including processing candidate and campaign finance information in database systems
- Working on assigned projects related to the Voter Information Guide including formatting text in InDesign, coordinating translations of text, and proofreading materials
- Assisting or leading assigned projects related to voter customer service

A few reasons you might love this job:

- You will be able to serve your community through public service
- The opportunity to work in a highly collaborative team environment
- This position will offer you a chance to be a part of democracy in action
- Become a member of a highly-respected elections team
- You will develop a competency and understanding of multiple election functions

A few challenges you might face in this job:

- Legislation and regulations regularly change therefore processes and procedures need to be regularly updated
- During peak election times the number of temporary team members requiring direction, training, and feedback increases significantly
- Team work expectations require supporting the work of other elections functions
- Some schedule flexibility required during peak election times

Read the complete job description online here: <https://www.governmentjobs.com/careers/contracosta/classspecs/18400>

Competencies Required:

- Critical Thinking: Analytically and logically evaluating information, propositions, and claims
- Delivering Results: Meeting organizational goals and customer expectations and making decisions that produce high-quality results by applying technical knowledge, analyzing problems, and calculating risks
- Fact Finding: Obtaining facts and data pertaining to an issue or question
- Innovative Problem Solving: Identifying and analyzing problems in order to propose new ways to do business
- Using Technology: Performing computations and solving mathematical problems
- Action and Results Focused: Initiating tasks and focusing on accomplishment
- Adaptability: Responding positively to change and modifying behavior as the situation requires
- Attention to Detail: Responding positively to change and modifying behavior as the situation requires
- Displaying Ownership and Accountability: Responding positively to change and modifying behavior as the situation requires
- Learning Agility: Seeking learning opportunities and applying the lessons to one's work
- Informing: Seeking learning opportunities and applying the lessons to one's work
- Customer Focus: Attending to the needs and expectations of customers
- Teamwork: Collaborating with others to achieve shared goals

Typical Tasks:

- Assists with design and presentation of training programs to elections division employees, volunteer workers, and members of the public
- Uses computer-based programs to perform a variety of functions, including designing (but not limited to) reports, forms, envelopes, instruction sheets and ballot layouts
- Answers questions from the public regarding complex election issues, including election laws and regulations governing the conduct of elections
- Assists with studies on election matters and prepares professional reports
- Performs the complex and technical functions of the unit
- Identifies requirements and schedules adequate time to prepare necessary documents and supplies and meet deadlines according to election codes and the department election calendar
- Implements and follows procedures to increase efficiency and accuracy of election processes
- Attend meetings and/or seminars related to functional unit
- Assures election procedures are strictly followed and facility/ballot security is maintained at all times
- As needed, assist other functional units in election processing duties

Minimum Qualifications:

License Required: Candidates must possess a valid California Motor Vehicle Operator's License. Out of State Valid Motor Vehicle Operator's License will be accepted during the application process.

Education: Possession of a high school diploma, G.E.D. equivalency or high school proficiency certificate.

Experience: Two (2) years of full-time or its equivalent clerical or technical experience using spreadsheet, word processing, and database management programs, or in a customer service position which must have included responsibility for interpretation and application of rules and policies.

Desirable Qualifications:

- Previous experience in the field of voting and elections
- Fluency in Chinese, Spanish, Korean, Vietnamese or Tagalog
- Experience in InDesign (for Candidate Services Technician position)

Selection Process:

1. **Application Filing:** All applicants must apply on-line at www.cccounty.us/hr and submit the information as indicated on the job announcement and supplemental questionnaire by the final filing date.
2. **Application Evaluation:** Depending on the number of applications received, an Application Evaluation Board may be convened to evaluate and select the best-qualified candidates for invitation to the next phase of the examination.
3. **Written multiple-choice exam:** A written multiple-choice assessment will be conducted to measure candidates' competencies as they relate to the job. These may include, but are not limited to: Critical Thinking, Using Technology, Adaptability, Attention to Detail, and Teamwork (Weighted 50%). Applicants must achieve a passing score to continue on to the Oral Board phase.
4. **Oral Board:** An oral interview will be conducted by a Qualifications Appraisal Board. The Board will evaluate candidates in job-related areas such as Critical Thinking, Using Technology, Adaptability, Attention to Detail, and Teamwork (Weighted 50%).

The written multiple-choice assessment is tentatively scheduled to take place between 07/10/2020- 07/13/2020.

The oral board is tentatively scheduled to take place between 7/23/2020-7/24/2020.

The written assessment will be administered remotely using a computer. You will need access to a reliable internet connection to take the assessment. You will not be able to take the assessment using a mobile device such as a cell phone.

The oral interview will also be administered remotely using a computer-based video interview software. Mobile devices are supported. Further instructions will be shared with applicants who proceed to that stage.

The Human Resources Department may change the examination steps noted above in accordance with the Personnel Management Regulations and accepted selection practices.

CONVICTION HISTORY

After you receive a conditional job offer, you will be fingerprinted, and your fingerprints will be sent to the California Department of Justice (DOJ) and the Federal Bureau of Investigation (FBI). The resulting report of your conviction history (if any) will be used to determine whether the nature of your conviction conflicts with the specific duties and responsibilities of the job for which you have received a conditional job offer. If a conflict exists, you will be asked to present any evidence of rehabilitation that may mitigate the conflict, except when federal or state regulations bar employment in specific circumstances. Having a conviction history does not automatically preclude you from a job with Contra Costa County. If you accept a conditional job offer, the Human Resources department will contact you to schedule a fingerprinting appointment.

DISASTER SERVICE WORKER

All Contra Costa County employees are designated Disaster Service Workers through state and local law. Employment with the County requires the affirmation of a loyalty oath to this effect. Employees are required to complete all Disaster Service Worker-related training as assigned, and to return to work as ordered in the event of an emergency.

EQUAL EMPLOYMENT OPPORTUNITY

It is the policy of Contra Costa County to consider all applicants for employment without regard to race, color, religion, sex, national origin, ethnicity, age, disability, sexual orientation, gender, gender identify, gender expression, marital status, ancestry, medical condition, genetic information, military or veteran status, or other protected category under the law