



STATE OF NORTH CAROLINA  
invites applications for the position of:

# Operations Support Specialist

**JOB CLASS TITLE:** Administrative Specialist I

**POSITION NUMBER:** 60088212

**DEPARTMENT:** State Board of Elections

**DIVISION/SECTION:** Operations

**SALARY RANGE:** \$30,280.00 - \$48,058.00 Annually

**RECRUITMENT RANGE:** \$31,200 - \$34,461

**SALARY GRADE / SALARY GRADE EQUIVALENT:** GN06

**COMPETENCY LEVEL:** Not Applicable

**APPOINTMENT TYPE:** Permanent Full-Time

**WORK LOCATION:** Wake County

**OPENING DATE:** 12/02/20

**CLOSING DATE:** 12/10/20 5:00 PM Eastern Time

**DESCRIPTION OF WORK:**

**Max Salary: Up to \$34,461**

**Description of Agency:**

The State Board of Elections oversees the enforcement of federal and state laws, rules, and procedures governing the conduct of elections, voter registration, and campaign finance activities in North Carolina.

**Primary Purpose of the Organizational Unit:**

Provide operational support to Election Administration, Campaign Finance administration and other business operations.

**Primary Purpose of the Position:**

Perform a variety of general office assistant tasks in support of the agency's administrative operations, especially public contact and providing public assistance..

**Description of Duties**

Answer and route incoming telephone calls in a timely manner. Answer and/or route emails in a timely and professional manner. Answer questions of a general nature, including assisting the public with locating voter registration information, polling place hours and locations, acceptable forms of voter identification, online campaign finance data, and county boards of elections contact

information. Route calls and emails based on routing guidelines provided.

Welcome visitors in a prompt and friendly manner. Require visitor sign-in and sign-out, provide visitor badge, contact staff when visitors arrive. Direct visitors to wait in lobby until staff member arrives to escort them. If visitors are present to attend a public meeting, then direct visitors to meeting room and/or restrooms as needed. Prepare and display signage for public meetings, directional signs, etc. as required.

Assist with receiving, date-stamping, and routing incoming mail to appropriate staff as directed.

Update records and databases as required, including campaign finance and certification databases and candidate filing records.

## **KNOWLEDGE, SKILLS AND ABILITIES / COMPETENCIES:**

Significant knowledge of office or work unit procedures, methods and practices.

Significant knowledge of and ability to use correct grammar, vocabulary, spelling and office terminology to compose and/or proofread correspondence, including emails, reports and other materials.

Significant knowledge of accounting procedures, mathematics and their application in the work environment.

Ability to learn and independently apply laws and departmental rules and regulations covering programs and services.

Ability to review and process information to determine conclusions, actions or compliance with applicable laws, rules or regulations.

Ability to apply a variety of work-related formulas or mathematical calculations.

Ability to record, compile, summarize and perform basic analysis of data.

Ability to independently work with people with courtesy and tact in performing public contact duties that may be sensitive in nature.

## **MINIMUM EDUCATION AND EXPERIENCE REQUIREMENTS:**

High school diploma or General Educational Development (GED) diploma and four years of related administrative experience; or equivalent combination of education and experience.

## **SUPPLEMENTAL AND CONTACT INFORMATION:**

All applicants must complete and submit a State application for employment using the NEOGOV Online Job Application System (<http://www.oshr.nc.gov/jobs/>) for the State of North Carolina. To receive credit for your work history and credentials, you must list the information on the online application form. Any information omitted from the application cannot be considered for qualifying credit. Attached or incorporated resumes (including Text Resumes on application form) WILL NOT be used for screening for qualifying credit. Please make sure you complete the application in full. "See Resume" or "See Attachment" will NOT be accepted. Other attachments (except a DD-214 copy) will also be accepted, but not used in screening for qualifying credit. Applicants are required to scan and attach a copy of their DD-214 (Form 4 or Certificate of Release or Discharge from Active Duty) or discharge orders if they wish to obtain Veteran's preference. Applicants may be subject to a criminal background check.

**Due to the volume of applications received, we are unable to provide information regarding the status of your application over the phone. To check the status of your application, please log in to your account and click "Application Status". It is not necessary to contact the Human Resources Office to check the status of an application.**

If you are having technical issues submitting your application, please call the NEOGOV Help Line at **855-524-5627**. If there are any questions about this posting, other than your application status, please contact the Elections and Ethics Human Resources Office.

**CONTACT INFORMATION**

NC Board of Elections  
Human Resources Management Office  
430 N. Salisbury Street  
Raleigh, NC 27603  
Phone: 919-814-0700

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APPLICATIONS MAY BE FILED ONLINE AT:  
<http://www.oshr.nc.gov/jobs/index.html>

Position #60088212-12022020  
OPERATIONS SUPPORT SPECIALIST  
SC

NOTE: Apply to the department listed on posting  
An Equal Opportunity Employer, NC State Government

[noreply@nc.gov](mailto:noreply@nc.gov)

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