

State of Washington
Office of the Secretary of State
invites applications for the position of:



CERTIFICATION AND TRAINING MANAGER

SALARY: \$79,000.00 - \$90,000.00 Annually

OPENING DATE: 01/08/21

CLOSING DATE: Continuous

DESCRIPTION:



The Office of Secretary of State (OSOS) offers some of the most unique and diverse job opportunities in state government. Its critical responsibilities include: ensuring a fair and accurate elections process; connecting Washingtonians through the power of libraries; protecting our important government records; and registering corporations and charities. The Secretary of State also administers vital community programs that inspire giving, document our history, and assist crime survivors in avoiding further abuse. This independent office under the state Constitution operates from facilities in the Olympia area and statewide.

The OSOS is looking for top-performing employees who embody its core values of integrity, service excellence, visionary leadership, collaboration and teamwork. It is committed to both employee growth and work-life balance. The benefits of working in state government also include potential eligibility for the federal [Public Service Loan Forgiveness](#) program.

The [Elections Division](#) plays a critical role in ensuring Washington's democratic process is fair, accurate, accessible, and secure. Elections staff provide valuable services to voters, as well as statutorily required training and certifications to election administrators in all 39 counties. The division develops elections policy, administers our statewide voter registration database and VoteWA system, manages statewide elections, and verifies and accepts petitions for initiatives and referenda.

Certification & Training Manager (Exempt)

The Program Manager for Certification & Training manages the provision of professional certification and training to state election administrators and canvassing board members in 39 Washington counties. The Certification and Training Program Manager reports to the Elections Director and is a member of the Elections Management Team that advises the Elections Director on direction and policy.

The Program Manager is responsible for the administration of the Certification and Training Program of the Elections Division by providing strategic analysis, planning, and management of a program that includes four major functions. These functions are: 1) professional certification and training of local and state election administrators and county canvassing board members; 2) review of county election operations and procedures; 3) the election clearinghouse; and 4) testing of all vote tabulation equipment used in each county during state primary and general elections.

The Program Manager makes collaborative strategic judgments and decisions balancing competing program demands or priorities for resources; develops, modifies, and implements division policy; formulates long-range strategic plans and projects, and makes division-wide strategic decisions with the Elections Management Team. Integrates division and office policies and continuously reviews the program for compliance with division and office policies and strategic objectives.

Please note: *Interviews for this position will be conducted on an ongoing basis. It is in the candidate's best interest to apply as soon as possible. The hiring manager reserves the right to fill the position at any time.*

DUTIES:

PRIMARY RESPONSIBILITIES

Manages Certification and Training Program of State Elections

- Provides leadership and strategic analysis and planning for the program
- Develops and implements program policies, monitors, analyzes, and evaluates the program, and ensures cooperation and accountability from 39 Washington counties
- Plans, implements, monitors, and evaluates all phases of the establishment of new election law and policy as it affects county performance of elections
- Monitors performance of the operations of the Certification and Training Program to be consistent with division budget objectives, policies, and procedures
- Develops budget allocations and make adjustments when necessary
- Makes recommendation on hires of professional, clerical, and paraprofessional Program staff, initiates disciplinary action
- Determines workload coverage, schedules, and vacations
- Assists with the development of legislation and policy making which directly pertains to state and county election processes and procedures

- Monitors the effectiveness of state rules related to the administration of voter registration and elections administration
- Drafts proposed state rule changes in conjunction with the Secretary of State, the Elections Director, and the Secretary of State's Assistant Attorney General. Coordinates a consistent county review process of proposed rule changes
- Manages the official process of adopting state rules, including accurately creating appropriate documents for adoption, filing the appropriate documents, completing all required official notifications, conducting the hearings, and maintaining the documents according to the public records retention schedule
- Organizes an annual review of the state rules addressing voter intent by a committee of county election administrators
- Works with the committee to adopt any proposed changes to the state rules with regard to voter intent
- Publishes a voter intent manual that explains each state rule with regard to voter intent
- Serves as liaison between 39 elected county auditors and election officials and state government on election and voter registration laws and policies
- Provides expert consultation to county election offices ensuring consistent, accurate election information and administration in all Washington counties
- Administers a credible certification program for state and local elections officials
- Establishes minimum requirements for professional certification of state and local elections officials
- Monitors the requirement for continued certification
- Reviews and reports on the certification results performed by the program staff

Serves as the US Postal Service liaison for the Secretary of State

- Gains excellent understanding the USPS mailing system and procedures
- Develops working relationships with key state US Postal officials
- Ensures mailing problems experienced by counties are addressed by Postal representatives
- Promotes best practices and work with counties to successfully manage their election mail for best delivery to voters
- Organizes daily phone calls between the US Postal representatives and county election administrators for at least two weeks before every election date
- Provides educational blurbs, documents and trainings addressing correct US Postal Service management

Organizes and manages the Washington State Postal Taskforce

- Serves as chairman of the Scheduling Postal Task Force meetings for 3-4 times a year
- Ensures that the Taskforce members include county election administrators, US Postal Service representatives, and mailing vendors
- Works with Taskforce members to set each meeting's agenda to include pertinent statewide mailing policies and promote best practices
- Serves as a member of the Election Center Postal Taskforce and attends meetings as needed

Manages the Election Administration and Certification Board

- Supports effective communications throughout the division
- Discusses business for Board consideration with the Secretary of State and the Elections Director
- Sets meeting dates with the Board chairman, develops and publishes the Board agenda for every meeting
- Tracks the appointment and terms of office for each member and requests appointments to fill vacancies
- Ensures that the Board meets public meetings act requirements

Staff Supervision

- Plans, leads, organize, and controls the work performed by program staff
- Assures appropriate and optimum use of the program's resources and enhances the effectiveness of employees through timely appraisal, training, and professional development opportunities
- Supports effective communications throughout the division
- Establishes work priorities and time frames for the program
- Determines workload coverage, schedules, and vacations

Miscellaneous

- Serves as a member of the management team
- Works collaboratively with other members of the division management team to make strategic decisions; determine division goals; develop and monitor the division budget and work plan; evaluate division and program performance; and assess ongoing efforts to accomplish strategic initiatives of the division and the office
- Serves as the expert to the Elections Director and the office on state and federal election law and training methods
- May serve on related committees and taskforces

ACCOUNTABILITY - SCOPE OF CONTROL AND INFLUENCE

- Develops and implements training program topics, curriculum, and scheduling for 39 counties statewide that result in election law compliance
- Manages a staff of 6 full-time elections subject matter professionals
- Determines the number and types of training opportunities, including providing training materials
- Assists with budget allocations each state fiscal year (combination of general fund state and other funding sources)

DECISION MAKING AND POLICY IMPACT

Major decision-making responsibilities assumed by the Certification and Training Program Manager:

- Develops and implements program policies and procedures
- Interprets and implements policies and procedures
- Develops and manages program budgets and approves expenditures for the program
- Independently determines and executes work processes and methods applicable to the program
- Evaluates staff performance, recommends promotion, and assesses training needs

Major actions taken to a superior for approval:

- Proposed program budget allocations and adjustments
- Items requiring legislative action
- Personnel actions requiring action by division director

FINANCIAL DIMENSIONS

Operating budget controlled

- Amount in state, federal, and other funding sources is \$1,250,000 per biennium

SUPERVISORY RESPONSIBILITIES

- 6.0 FTE Program Specialist 4

QUALIFICATIONS:

REQUIRED QUALIFICATIONS

- The Program Manager position requires professional level knowledge of the principles and application of management, budget management (at the program and division levels), and long-range or strategic planning; working knowledge of personnel rules and regulations, and of affirmative action and diversity regulations
- Professional knowledge of statewide elections is generally reflected through a Bachelor's degree in political science, public administration, business administration, public relations, communications, education or related field, or equivalent, and current professional knowledge of elections principles and practices
- Four years of experience working in elections at the county or state level, one of which includes managing a program at a supervisory level and one of which includes developing and presenting

training curriculum

PREFERRED/DESIRED QUALIFICATIONS

- Washington State Certified Election Administrator credentials highly preferred at time of hire
- Experience as a supervisor and leading and mentoring staff
- Effective oral and written communication skills, ability to multi-task, ability to analyze complex data and make recommendations is required
- Demonstrated knowledge of voter registration management and vote tabulation systems
- Demonstrated experience drafting legislation and WACs. Knowledge of the state legislative process
- Demonstrated knowledge of governmental structure of municipalities, special purpose districts, counties, and the state
- Demonstrated strong interpersonal skills to successfully facilitate and coordinate the efforts of diverse staff and promote a cooperative work environment; coaching and mentoring, inspiring and motivating; building trust in others and maintaining confidentiality
- Demonstrated ability to balance and manage multiple priorities and activities; conduct annual, weekly, and daily workload planning and analysis, including establishment of short-and long-term goals, objectives and performance measures; and meet critical deadlines without compromising accuracy or compliance standards
- Demonstrated skills and professional development to represent the agency in a positive, professional manner, when so requested or required

SUPPLEMENTAL INFORMATION:

WORKING CONDITIONS

- Travel among the 39 counties, may be out of the office for several days or up to a week

HOW TO APPLY – please visit www.careers.wa.gov and search **CERTIFICATION & TRAINING MANAGER**

To be considered for this position you must attach the following: **current resume and letter of interest** describing how your experience and qualifications relate to the duties and qualifications of the position and three professional references. **Optional to include:** transcript and/or writing sample.

SPECIAL REQUIREMENTS/CONDITIONS OF EMPLOYMENT

- Special Certification: Washington State Certified Election Administrator credentials required within two (2) years of hire
- May be required to work some weekends and evenings, travel across the state, and occasionally travel nationwide

You must complete the supplemental questions at the end of this application. Incomplete responses such as "see resume" will not be considered. In addition, if the employer you identify in the additional information section is not included on your resume or work experience profile and/or you do not identify an employer, you will not receive credit.

All veterans must include a copy of your DD214 to receive preference in the hiring process. You must black out your social security number before attaching it to your application.

The Office of the Secretary of State is an equal opportunity employer (EOE). We do not discriminate on the basis of religion, age, gender, marital status, color, creed, national origin, political affiliation, military status, gender identity, sexual orientation, or any sensory, mental or physical ability. All interested candidates are encouraged to apply. Persons of disability needing assistance in the application process, or those needing the announcement in alternative format, should call (360) 704-5210.

CERTIFICATION AND TRAINING MANAGER Supplemental Questionnaire

- * 1. Where did you hear about this job opening?
- * 2. Do you have a family member or relative employed at the Office of the Secretary of State?
Yes No
- 3. If you answered Yes in the previous question, what is the name of your family member/relative?
- * 4. Do you have a Bachelor's degree in political science, public administration, business administration, public relations, communications, or related field, or equivalent, and current professional knowledge of elections principles and practices?
Yes No
- * 5. How many years of experience working in elections at the county or state level, including one year at a supervisory level, do you have?
 4+ years of experience
 3-4 years of experience
 2-3 years of experience
 Less than 2 years of experience
- * 6. Please describe your experience in reference to question #5 including where and when you gained the experience and the tasks and skills you obtained to gain this experience. If you do not have this experience, please write "N/A" in the box below.
- * 7. How many years of experience do you have with strategic planning and budget development/management?
 3+ years of experience
 2-3 years of experience

- 1-2 years of experience
- Less than 1 year of experience

* 8. Please describe your experience in reference to question #7 including where and when you gained the experience and the tasks and skills you obtained to gain experience. If you do not have this experience, please write "N/A" in the box below.

* 9. How many years of management experience do you have including personnel management in an elections environment or elections-related field?

- 2+ years of experience
- 1-2 years of experience
- Less than 1 year of experience

* 10. Do you have knowledge of federal and Washington State election laws?

- Yes
- No

* 11. Did you attach your letter of interest, resume, three (3) professional references and writing sample?

- Yes
- No

* Required Question